Employee Desktop Live Viewer

Lets you monitor user activities on network

- Invisible monitoring of computer activities
- Surveillance camera for computers
- Monitor many computers from one central application
- Create & schedule online and offline recordings.
- Increase work efficiency and output.

Installation Guide

Copyright © 2013 Lepide Software Private Limited. All rights reserved.

Lepide Software Private Limited, Kernel, accompanied user manual and documentation are copyright of Lepide Software Private Limited, with all rights reserved under the copyright laws. This user manual cannot be reproduced in any form without the prior written permission of Lepide Software Private Limited. No Patent Liability is assumed, however, with respect to the use of the information contained herein.

© Lepide Software Private Limited. All rights reserved.

Lepide Software Private Limited

B-57, Sector 57,

Noida, Uttar Pradesh – 201301

India http://www.nucleustechnologies.com

For Sales and Technical Support

Tel: +91-9818725861

Fax: +0120-4282353

Toll Free Number: 1-866-348-7872 (for USA and Canada)

Online Purchase: http://www.nucleustechnologies.com/Buy-Data-Recovery-Software.html

Sales email: sales@nucleustechnologies.com

Support email: support@nucleustechnologies.com

Support Desk

http://www.nucleustechnologies.com/supportdesk/

Introduction

Congratulations, you have just downloaded Employee Desktop Live Viewer, the best tool to monitor activities of many computers from one central location.

Employee Desktop Live Viewer software is very easy to use and is a complete solution to track activities of computers remotely. It becomes the perfect solution for System Administrators, Managers, Companies of large-medium-and small scale to track activities which could be harmful to any organization.

This powerful tool helps you to track any computer on Network and provides complete information of the activities performed by users. It provides two setup files, first the **Viewer setup** and second, the **Agent setup**.

Viewer setup is installed on the Server computer which will monitor the computer activities and the **Agent setup** will be installed on the remote target computer(s) for which monitoring has to be performed. The Agent can be installed remotely *(with administrative rights only)* and manually to the computer systems.

Employee Desktop Live Viewer also provides options to create **Online and Offline recordings** where the activities can be recorded and saved to AVI files for future references. To promote stealth or the invisible monitoring of target computer(s), we facilitate you with the options whether or not to inform the users about the monitoring of their activities.

With Employee Desktop Live Viewer, you can be assured to have the most advanced, quick and accurate, and reliable monitoring of user activities.

Interactive Messages

To notify important information and instructions which provides additional help information, we have used interactive messages illustrated through a set of symbols which will guide you to the key information and settings:

Symbol	Name	Description
	Help	Provides help information related to the action and recommends options which can be performed to avoid any unpleasant situation.
	Information	Provides information about the results of a command. It offers no choice to the users.
	Note	Provides important points which need to be considered for the proper execution of any action.
	Warning	Informs the user about a situation that may require a decision.

Minimum System Requirements

Employee Desktop Live Viewer software requires minimum system requirements to run which are as follows:

Operating System: Windows7, Windows8, Windows Vista, Windows XP 64-bit/XP 32-bit, Windows NT/2000, Windows 98/ME.

RAM: 128 (256 recommended)

Disk Space: 100MB free disk space

Disk Space to Save the Recordings: Both the Server and Client computer(s) should have 500MB of free disk space to save the Online and Offline Recordings.

Employee Desktop Live Viewer will face difficulties in performing and saving the Online and Offline recordings which are scheduled by the administrator, if the Server and Client computer(s) do not meet the minimum disk space requirements.

It is recommended that administrators should use a spare hard disk of 50 GB to 60 GB to save the recordings performed with Employee Desktop Live Viewer. Software utilizes more disk space to save the captured images.

Network Speed: Network Cable and Network Speed should be in very good condition. Employee Desktop Live Viewer gathers entire information through Network. For this it needs good configuration and working of the Network. If the Network requirements for the software prove insufficient then the administrator can face the instances of disconnected mode, and freeze screen.

Section 1: Installation of Viewer

Install Viewer of Employee Desktop Live Viewer

This section covers the step to install Viewer on the Server computer.

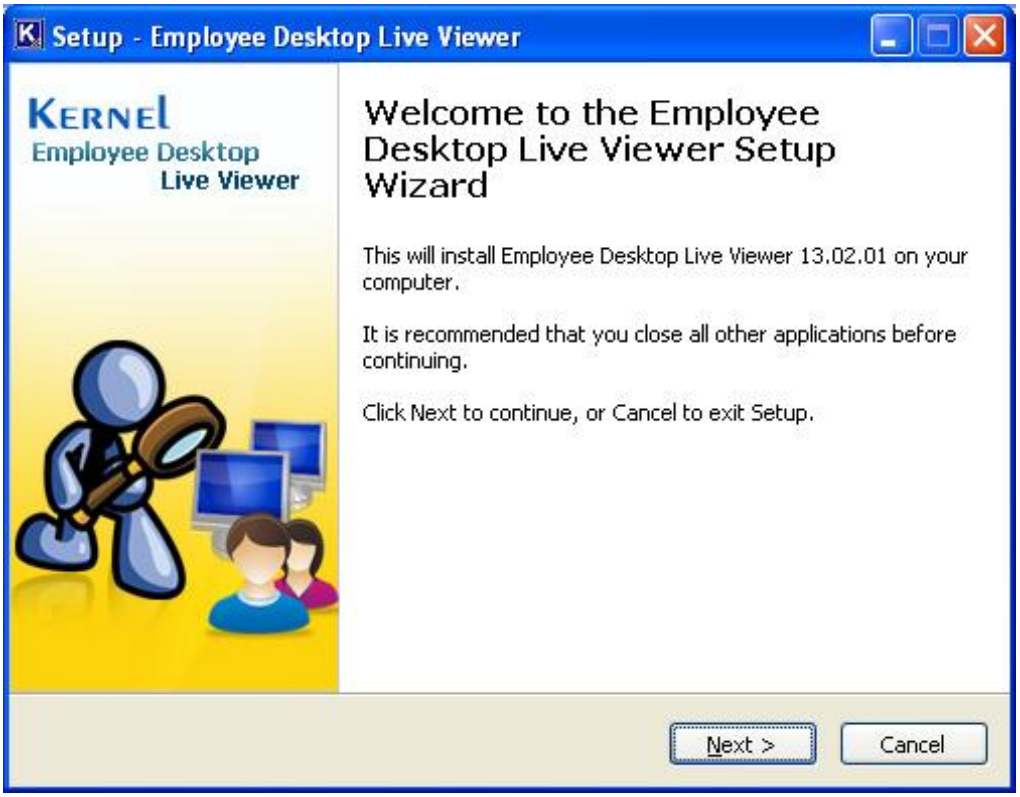
It is as simple to install, as you install any other software setup on your computer. Here you need to install the Employee Desktop Live Viewer Software Setup on the Server computer which will be used to monitor target computer(s).

When you download Employee Desktop Live Viewer software setup file from our website, it consists of two executable files: **EmployeeDesktopLiveVieweAgentSetup.exe** and **EmployeeDesktopLiveViewerSetup.exe**.

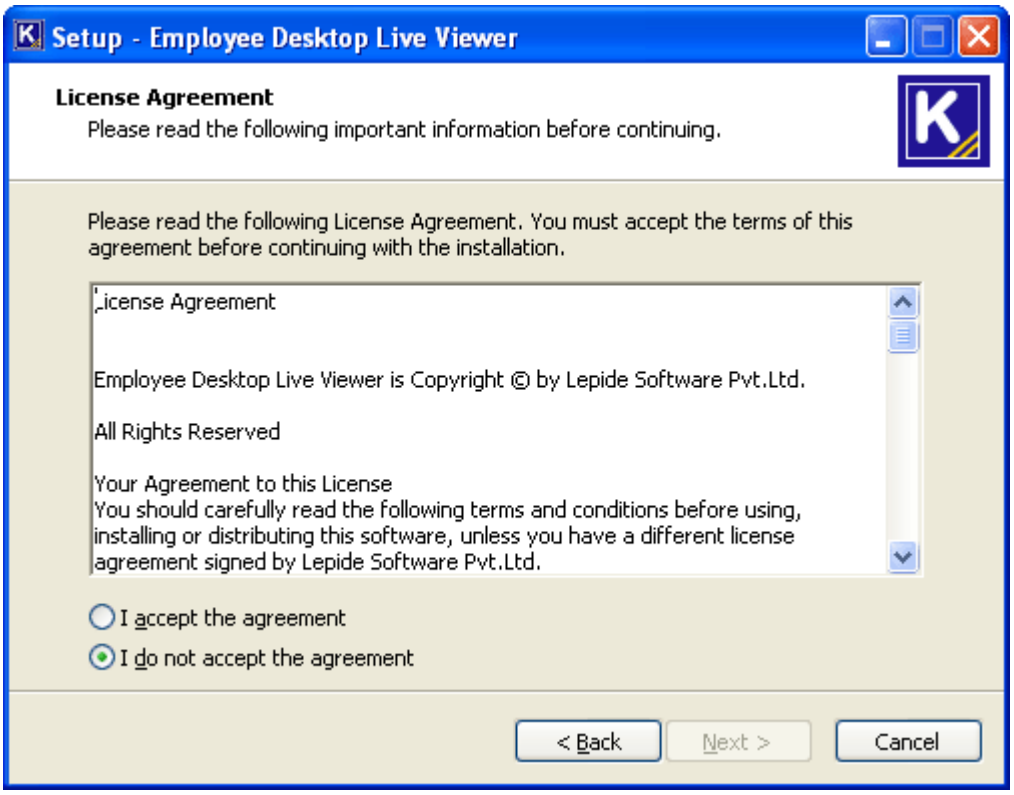
The EmployeeDesktopLiveViewerSetup.exe is installed on Server computer and EmployeeDesktopLiveVieweAgentSetup.exe is installed on remote target computer(s). Install the

Viewer of Employee Desktop Live Viewer

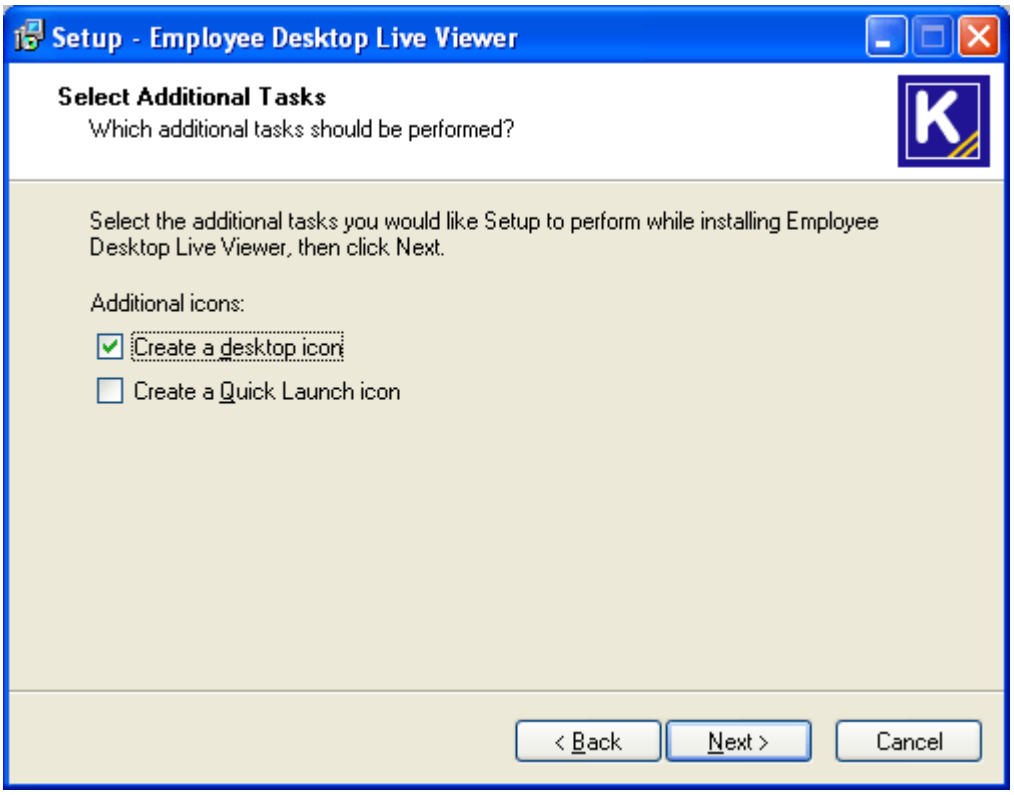
1. Double click the **EmployeeDesktopLiveViewerSetup.exe** icon.
2. Setup – Employee Desktop Live Viewer window will appear.


Setup - Employee Desktop Live Viewer
KERNEL
Employee Desktop
Live Viewer
Welcome to the Employee Desktop Live Viewer Setup Wizard
This will install Employee Desktop Live Viewer 13.02.01 on your computer.
It is recommended that you close all other applications before continuing.
Click Next to continue, or Cancel to exit Setup.
Next >
Cancel

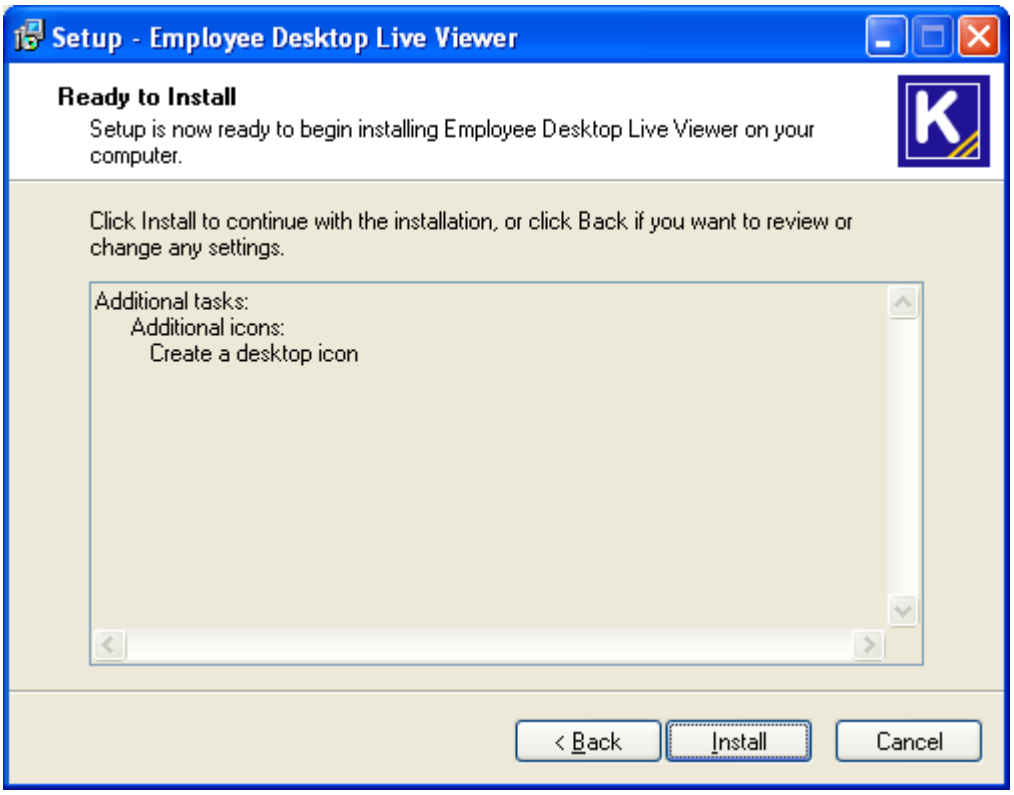
Click the **Next** button to continue with the installation.


Setup - Employee Desktop Live Viewer
License Agreement
Please read the following important information before continuing.
Please read the following License Agreement. You must accept the terms of this agreement before continuing with the installation.
License Agreement
Employee Desktop Live Viewer is Copyright © by Lepide Software Pvt.Ltd.
All Rights Reserved
Your Agreement to this License
You should carefully read the following terms and conditions before using, installing or distributing this software, unless you have a different license agreement signed by Lepide Software Pvt.Ltd.
I accept the agreement
I do not accept the agreement
< Back
Next >
Cancel

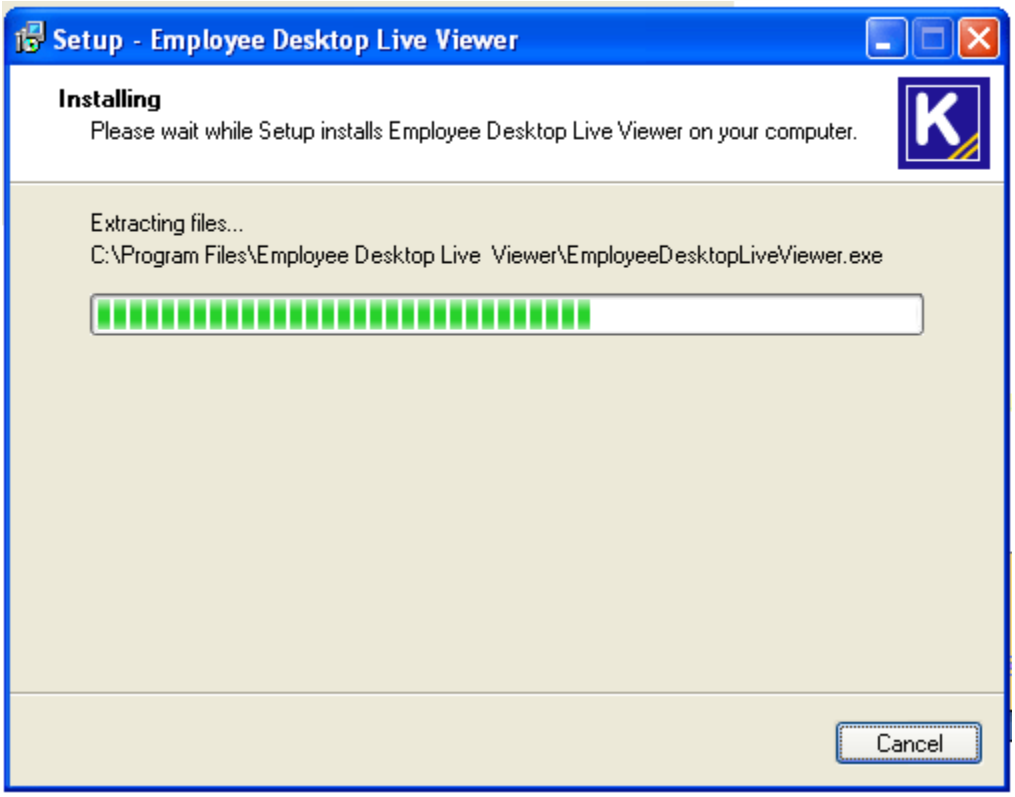
3. Accept the License Agreement by selecting **I accept the agreement** and click **Next** button to continue.


Setup - Employee Desktop Live Viewer
Select Additional Tasks
Which additional tasks should be performed?
Select the additional tasks you would like Setup to perform while installing Employee Desktop Live Viewer, then click Next.
Additional icons:
Create a desktop icon
Create a Quick Launch icon
< Back
Next >
Cancel

4. Select the Shortcut icons: **Create a desktop icon** or **Create a Quick Launch icon** and click **Next** button to continue.


Setup - Employee Desktop Live Viewer
Ready to Install
Setup is now ready to begin installing Employee Desktop Live Viewer on your computer.
Click Install to continue with the installation, or click Back if you want to review or change any settings.
Additional tasks:
Additional icons:
Create a desktop icon
< Back
Install
Cancel

5. Click the **Install** button to start the process of installing the Viewer.


Setup - Employee Desktop Live Viewer
Installing
Please wait while Setup installs Employee Desktop Live Viewer on your computer.
Extracting files...
C:\Program Files\Employee Desktop Live Viewer\EmployeeDesktopLiveViewer.exe
Cancel

After successfully installing the setup, the Setup wizard will display the following screen:

Setup - Employee Desktop Live Viewer
KERNEL
Employee Desktop
Live Viewer
Completing the Employee Desktop Live Viewer Setup Wizard
Setup has finished installing Employee Desktop Live Viewer on your computer. The application may be launched by selecting the installed icons.
Click Finish to exit Setup.
Launch Employee Desktop Live Viewer
Finish

6. Select **Launch Employee Desktop Live Viewer** to launch the Viewer. If you want to launch the Viewer later then do not select this option.
7. Click **Finish** to complete the installation process.

The main window of Employee Desktop Live Viewer will get launched. You need to start with **Registration of Computer(s)** from Network to start the process of monitoring.

Section 2: Installation of Agent

Introduction

The agent of Employee Desktop Live Viewer software is the medium between Server computer and Target computer(s) that are selected for the monitoring of their activities. The agent transfers required information to the Viewer which then displays those activities on its screen.

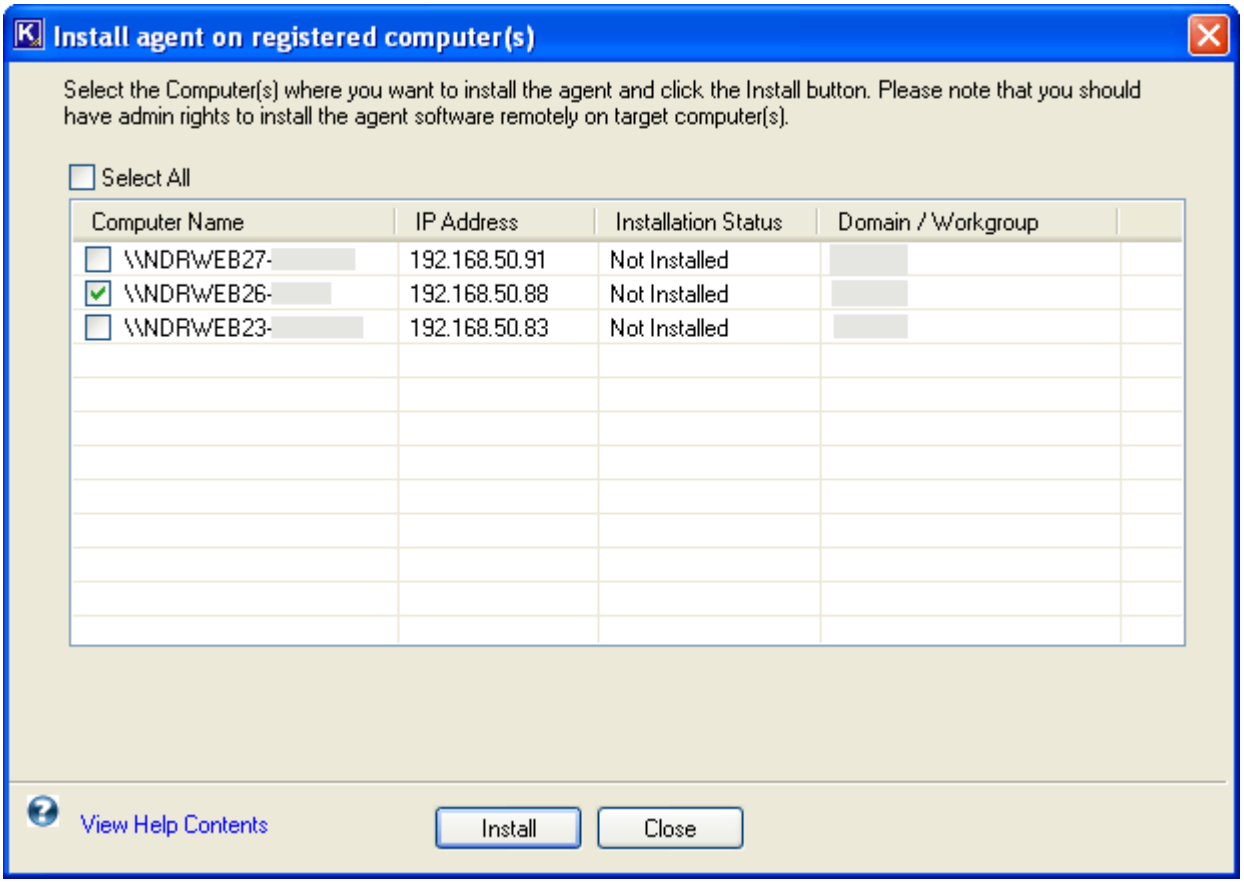
Employee Desktop Live Viewer provides two ways to install the Agent on target computer(s): **Remote Installation** and **Manual Installation**.

Steps to install Agent with both options are discussed below.

Install Agent Remotely

This section covers the steps to install agent from Viewer on the remote target computer(s). Before starting to install the agent of Employee Desktop Live Viewer remotely to the target computers, the administrator must ensure that the Windows firewall and installed anti-virus are turned Off. (View the section to configure the antivirus settings)

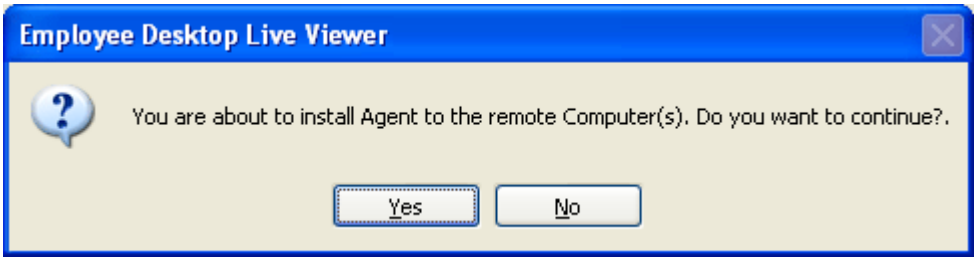
1. Launch Viewer of **Employee Desktop Live Viewer** on Server computer.
2. **Register** computers for monitoring. (it is mandatory)
3. On the **Options** menu, click **Install Agent** or click the **Install Agent** button from the Getting Started Section of main window. The **Install agent on registered computer(s)** dialog box will appear:



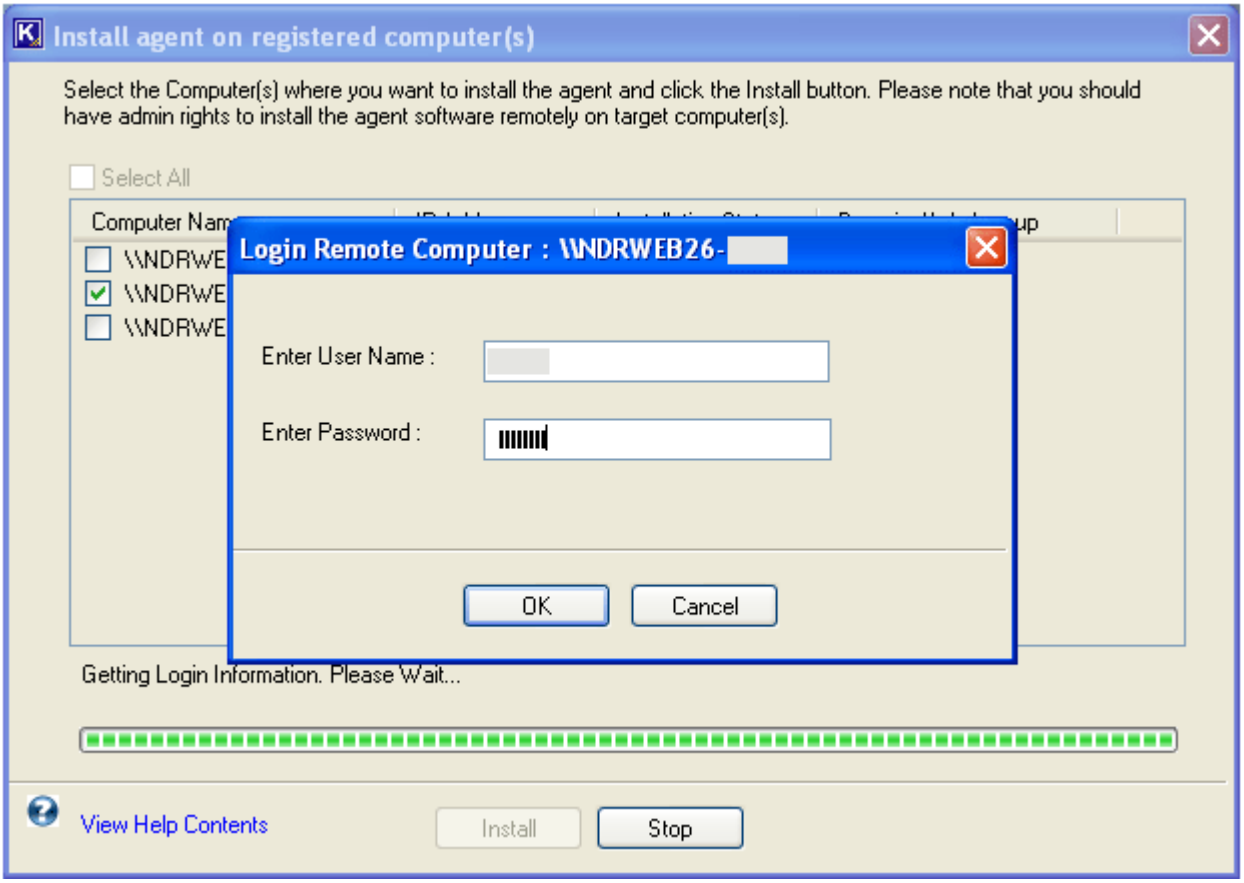
4. The dialog box displays the list of Computer(s) from Network where Agent is not installed with their IP address and Domain name. Select the **Computer Name** where you want to install the Agent and click **Install** button.

The Server computer should have administrative privileges to access the remote computer(s). Complete administrative rights are required to install the Agent remotely to target computer(s) on Network.

The information box will appear:



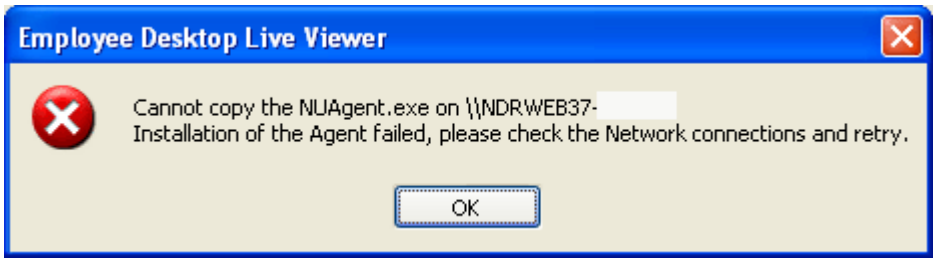
5. Click **Yes** to continue with the agent installation and **No** to cancel. When you click **Yes**, software displays the Login window:


Install agent on registered computer(s)
Select the Computer(s) where you want to install the agent and click the Install button. Please note that you should have admin rights to install the agent software remotely on target computer(s).
Select All
Computer Nam
\\NDRWE
\\NDRWE
\\NDRWE
Login Remote Computer : \\NDRWEB26-
Enter User Name :
Enter Password :
OK
Cancel
Getting Login Information. Please Wait...
View Help Contents
Install
Stop

Type the **User name and password** of target computer that has been selected for remote agent installation and click the **OK** button.

If the login details are correct then the software will display the success message for agent installation.

If software faces difficulties in installing the agent setup, then the following message will be displayed:


Employee Desktop Live Viewer
Cannot copy the NUAgent.exe on \\NDRWEB37-
Installation of the Agent failed, please check the Network connections and retry.
OK

This message requires check of the following:

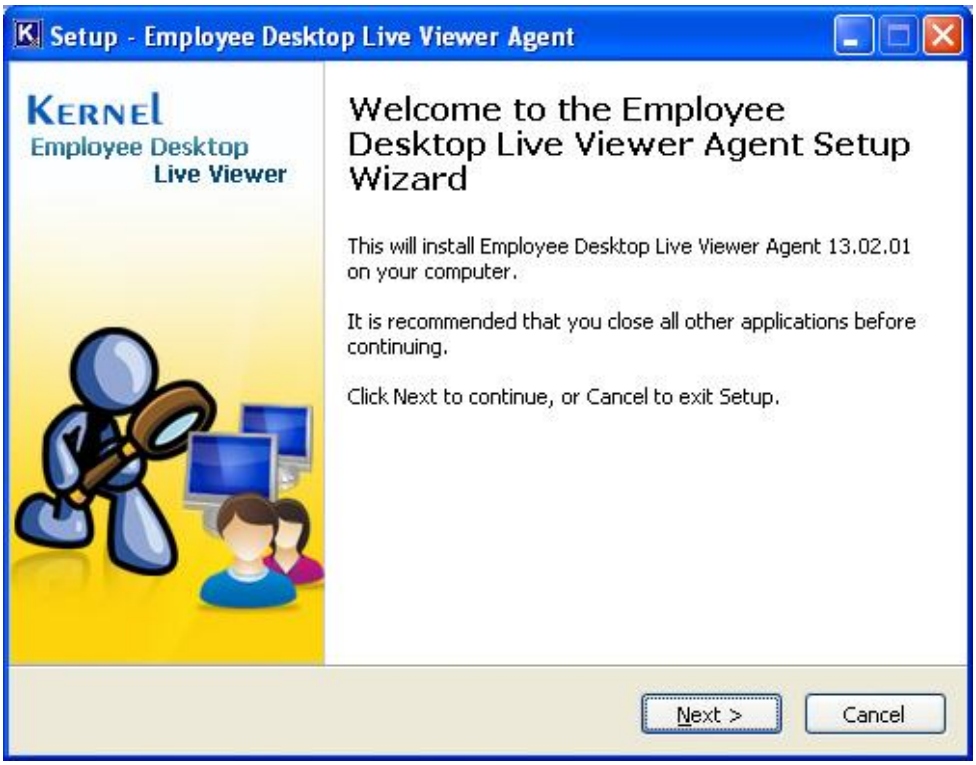
- Login details of the target computer.
- Network connectivity
- Working of the target computer (Closed, Restarting)

The agent will successfully get installed to the remote target computer with the remote method of agent installation.

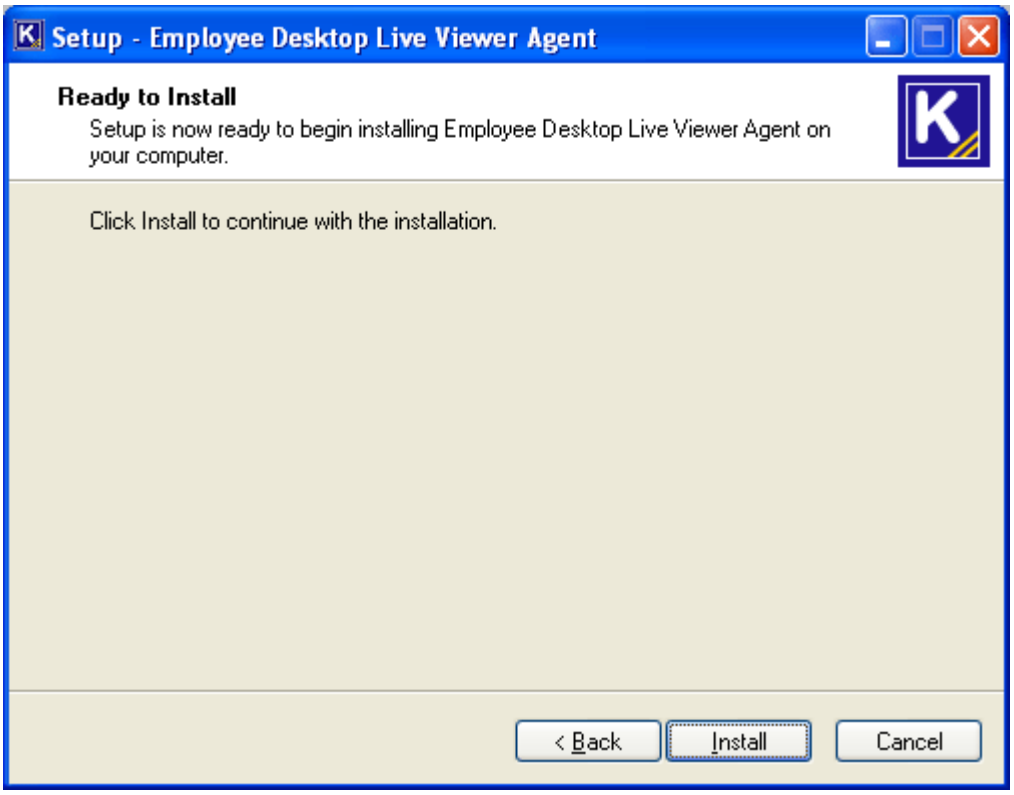
Install Agent Manually

Agent of Employee Desktop Live Viewer software can be installed to the target computers by copying the agent setup file to the system drive and install the application by executing it manually.

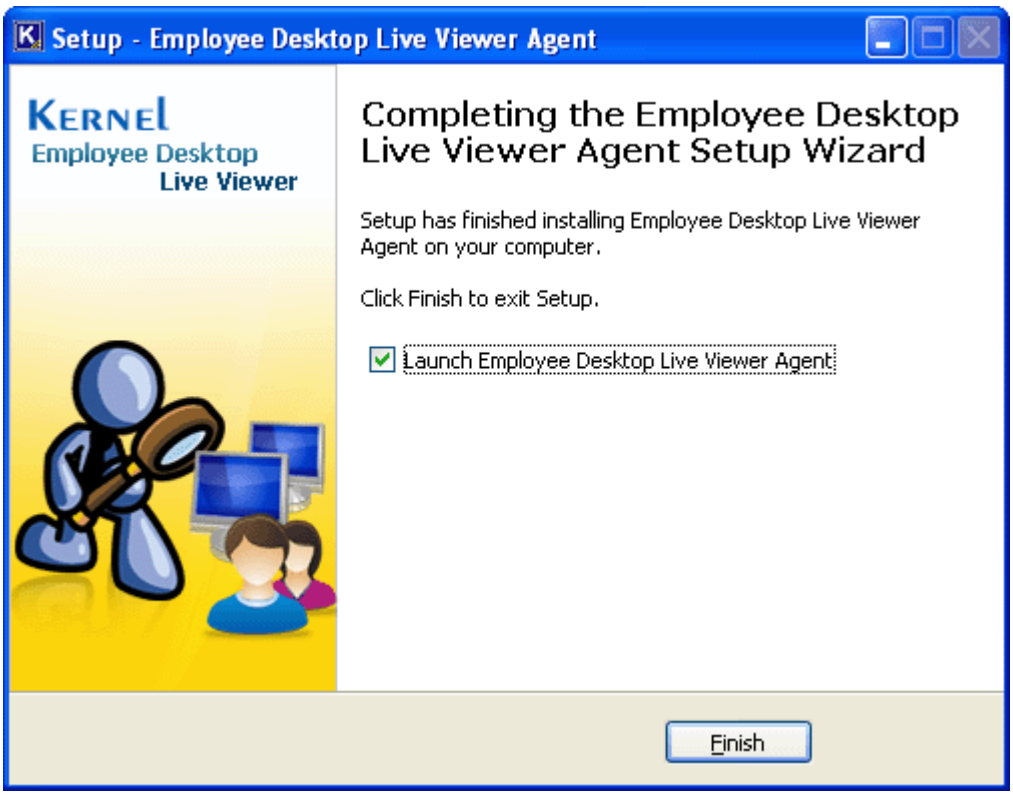
1. Copy the agent setup to a drive location on target computer:
2. Double-click the setup file. Setup installation screen will appear:


Setup - Employee Desktop Live Viewer Agent
KERNEL
Employee Desktop
Live Viewer
Welcome to the Employee Desktop Live Viewer Agent Setup Wizard
This will install Employee Desktop Live Viewer Agent 13.02.01 on your computer.
It is recommended that you close all other applications before continuing.
Click Next to continue, or Cancel to exit Setup.
Next >
Cancel

3. Click the **Next** button to continue.


Setup - Employee Desktop Live Viewer Agent
Ready to Install
Setup is now ready to begin installing Employee Desktop Live Viewer Agent on your computer.
Click Install to continue with the installation.
< Back
Install
Cancel

4. Click the **Install** button to continue. Software will start installing the agent.
5. Click the **Finish** button. The process of installing the agent is complete.


Setup - Employee Desktop Live Viewer Agent
KERNEL
Employee Desktop
Live Viewer
Completing the Employee Desktop Live Viewer Agent Setup Wizard
Setup has finished installing Employee Desktop Live Viewer Agent on your computer.
Click Finish to exit Setup.
Launch Employee Desktop Live Viewer Agent
Finish

Activate Agent

Employee Desktop Live Viewer provides two EXE files for Agent that run in Task Manager of the target computer: **services.exe and svchost.exe**. Both the EXE's should be in running state on the target computer for successful monitoring.

To activate Agent

1. Double-click **My Computer** icon from the desktop.
2. Select the drive where Windows operating system is installed. (*here we will select the drive C*)
3. Double-click the **C drive** and select the **Windows** folder. Double-click the selected folder to view the folder contents.
4. Select and double-click the **System32** folder to view its contents.
5. Find the folders: **ZX_Ag** and **ZX_Wh**.
6. Select and double-click the **ZX_Ag** folder to view the folder contents. It will contain two items: **KernelSettings folder** and **services.exe**
7. Select and double-click **services.exe**. The Agent will get activated on the target computer.
8. Similarly the **svchost.exe** can be activated from the **ZX_Wh** folder.

Section 3: Antivirus Configuration

Introduction

The agent of Employee Desktop Live Viewer needs to be included in the Exclusion list of the Antivirus program being used in your Organization. Some of the antivirus programs might conclude the agent as a spy ware or ad ware.

This section explains the steps to unblock the agent where antivirus programs Symantec Norton and Kaspersky Internet Security are used. The steps to unblock agent on Windows firewall are also illustrated.

Windows Firewall

Windows firewall needs to be turned OFF or ON for the proper installation of the agent files on target computer(s). If you select to enable the firewall then you need to include the agent files to Exclusion list of Windows Firewall.

If the Windows Firewall is turned OFF /disabled then it is not required to include the agent files to Exclusions list. Agent of Employee Desktop Live Viewer can be installed to the target computer(s) with turned ON Windows firewall. Windows firewall if turned OFF may affect the computer from other viruses and attacks.

Below mentioned are the steps to turn ON and OFF the Windows firewall and include the agent files to Exclusions list for Windows operating systems:

- Windows XP
- Windows Vista
- Windows 7
- Windows 8

For Windows XP:

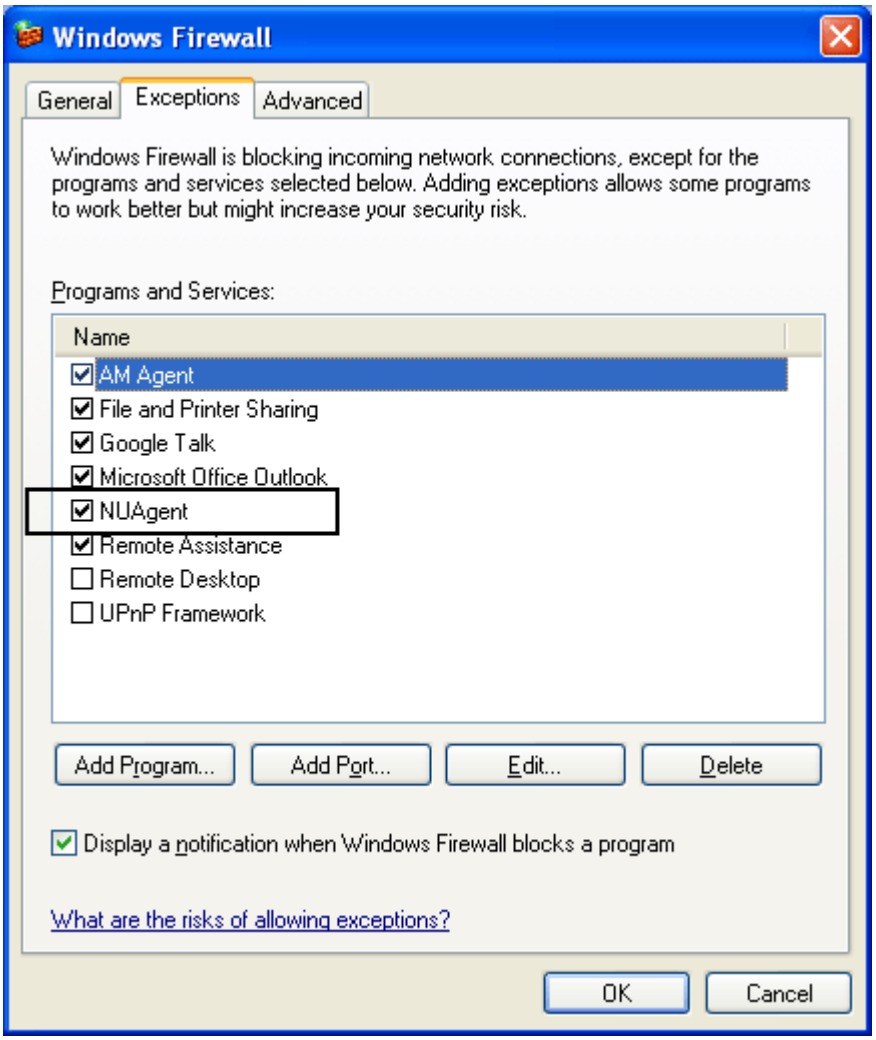
When Windows Firewall is turned ON:

To unblock the agent

1. Run the **Agent** setup. As you start the installation, Windows firewall will alert you for this action.
2. In **Windows Security Alert** window, click the **Unblock** button.

Windows Security Alert
To help protect your computer, Windows Firewall has blocked some features of this program.
Do you want to keep blocking this program?
Name: NUAgent
Publisher: Lepide Software Pvt.Ltd
Keep Blocking
Unblock
Ask Me Later
Windows Firewall has blocked this program from accepting connections from the Internet or a network. If you recognize the program or trust the publisher, you can unblock it. When should I unblock a program?

The NUAgent will get added to the Exceptions list of Windows Firewall:



Alternatively, the Agent files can be added to the Exceptions list through the **Add Program…** button.

To add the agent files to exclusion list

1. In the **Windows Firewall** window, click the **Add Program…** button.
2. In the **Add a Program** window click the **Browse** button and select the following paths one by one:

   %Windows%\System32\Zx_Ag\Services.exe

   %Windows%\System32\Zx_Wh\Svchost.exe
3. Click **OK** to close the window.

Turn OFF Windows Firewall:

To turn off Windows firewall

1. Click the **Start** button, and then click **Control Panel**.
2. In the **Control Panel** window, double-click **Windows Firewall**.
3. In the Windows Firewall window, select the option **Off (not recommended)** and click the **OK** button to close the window.

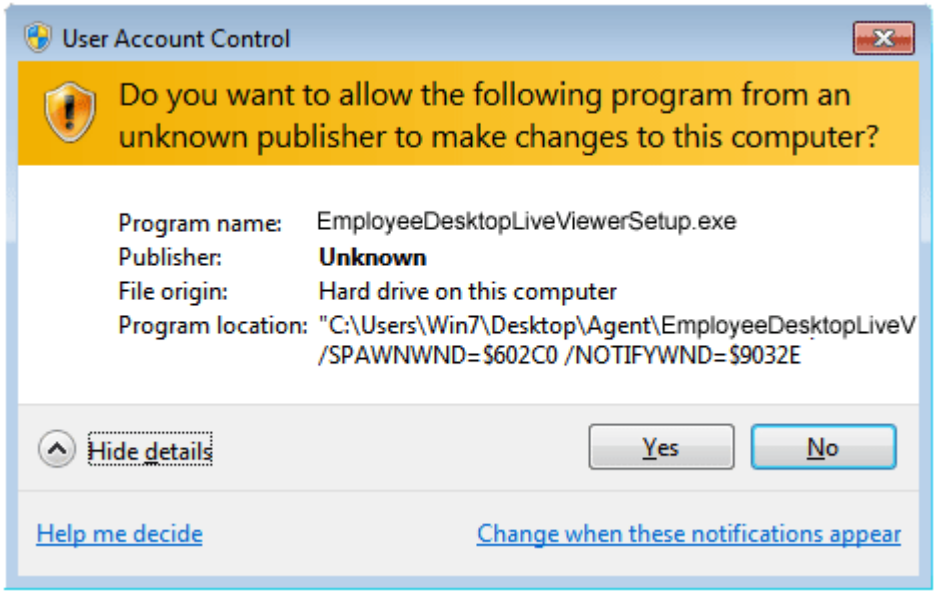
The agent and agent files have been successfully unblocked and added to the Exclusions list of the Windows firewall.

For Windows Vista:

When Windows Firewall is turned ON:

Below mentioned are the steps to install agent where Windows firewall is kept ON: To unblock the agent

1. Run the **Agent** setup. As you start the installation, Windows firewall will alert you for this action.
2. In **User Account Control** window, click the **Allow** option to allow the installation of agent setup.


User Account Control
Do you want to allow the following program from an unknown publisher to make changes to this computer?
Program name: EmployeeDesktopLiveViewerSetup.exe
Publisher: Unknown
File origin: Hard drive on this computer
Program location: "C:\Users\Win7\Desktop\Agent\EmployeeDesktopLiveV
/SPAWNWND=$602C0 /NOTIFYWND=$9032E
Hide details
Yes
No
Help me decide
Change when these notifications appear

After this the agent setup will get installed to the target computer system. You need to include the Agent files to exceptions list of the Windows firewall so that it will not block the agent from functioning.

To add the agent files to exclusion list

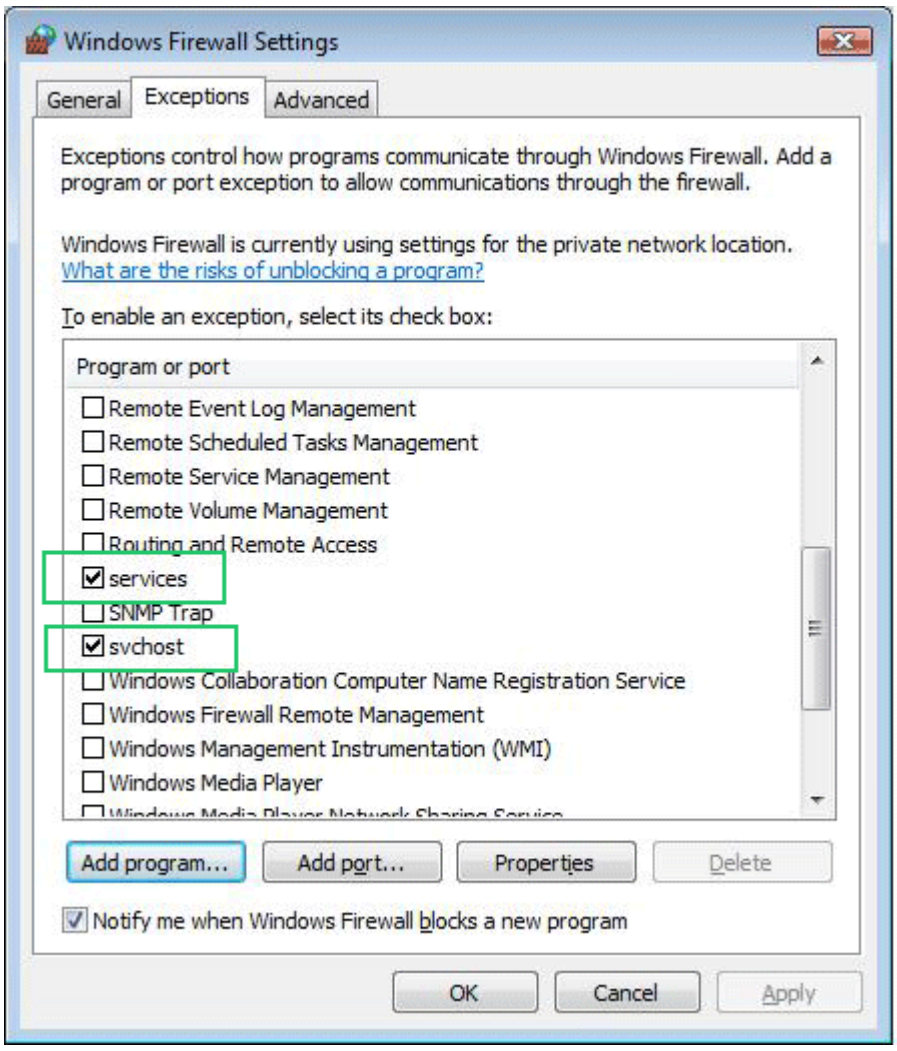
1. In Control Panel, click the **Security** option.

   To open Security window, click **Start**, click **Control Panel** and then double-click the **Security** option. In Security window, double-click **Windows Firewall**.

2. In the Windows Firewall window, click the option **Allow a program through Windows Firewall** from the left panel.
3. Windows will ask your permission to change the Windows Firewall Settings. Click **Continue** to provide the confirmation of your action.
4. In the **Windows Firewall Settings** window, select the **Exceptions** tab.
5. Click **Add program…** button to add the agent files for exclusion. In the **Add a Program** window browse and list the files from the following location:

   %Windows%\System32\Zx_Ag\Services.exe

   %Windows%\System32\Zx_Wh\Svchost.exe



The agent files will get added to the list. Click **OK** to close the window.

When Windows Firewall is turned OFF:

To turn off Windows firewall

1. Click the **Start** button, and then click **Control Panel**.
2. In the **Control Panel** window, double-click **Security** and then select **Windows Firewall**.
3. In the Windows Firewall window, select the option **Turn Windows Firewall on or off** from the left panel.
4. Windows will ask your permission to change the Windows Firewall Settings. Click **Continue** to provide the confirmation of your action.
5. In the **Windows Firewall Settings** window, select the **General** tab.
6. Now select the **Off (not recommended)** option and click the **Apply** and **OK** buttons.

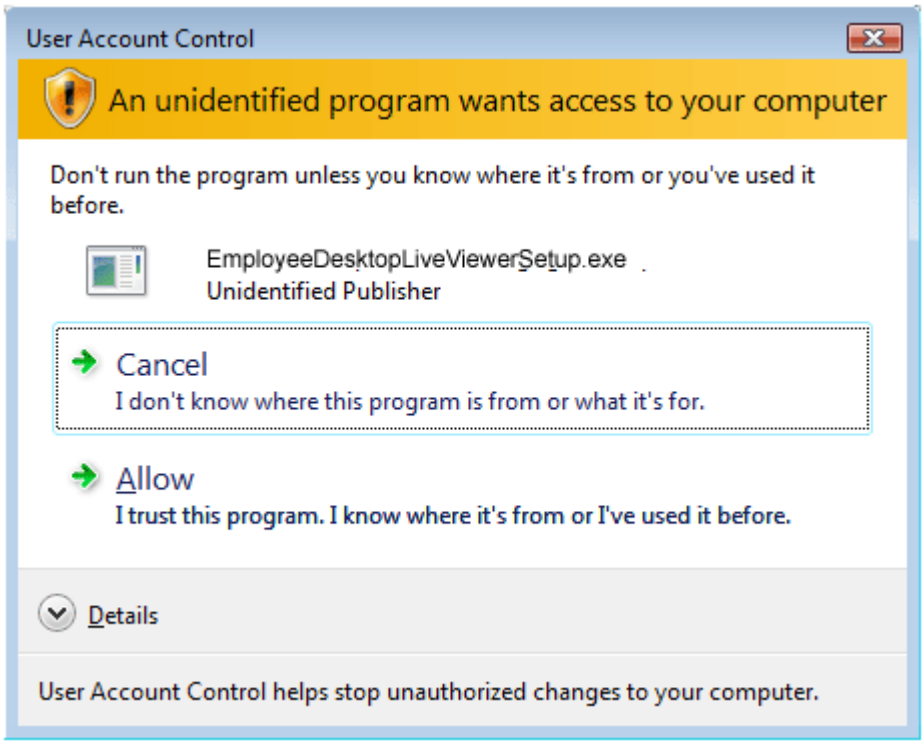
The agent and agent files have been successfully unblocked and added to the Exclusions list of the Windows firewall.

For Windows 7:

When Windows Firewall is turned ON:

Below mentioned are the steps to install agent where Windows firewall is kept ON: To unblock the agent:

1. Run the **Agent** setup. As you start the installation, Windows firewall will alert you for this action.
2. In **User Account Control** window, click the **Yes** button to allow the installation of agent setup.


User Account Control
An unidentified program wants access to your computer
Don't run the program unless you know where it's from or you've used it before.
EmployeeDesktopLiveViewerSetup.exe
Unidentified Publisher
Cancel
I don't know where this program is from or what it's for.
Allow
I trust this program. I know where it's from or I've used it before.
Details
User Account Control helps stop unauthorized changes to your computer.

After this the agent setup will get installed to the target computer system. You need to include the Agent files to exceptions list of the Windows firewall so that it will not block the agent from functioning.

To add the agent files to exclusion list

1. In Control Panel, open **System and Security** or **Windows Firewall**.

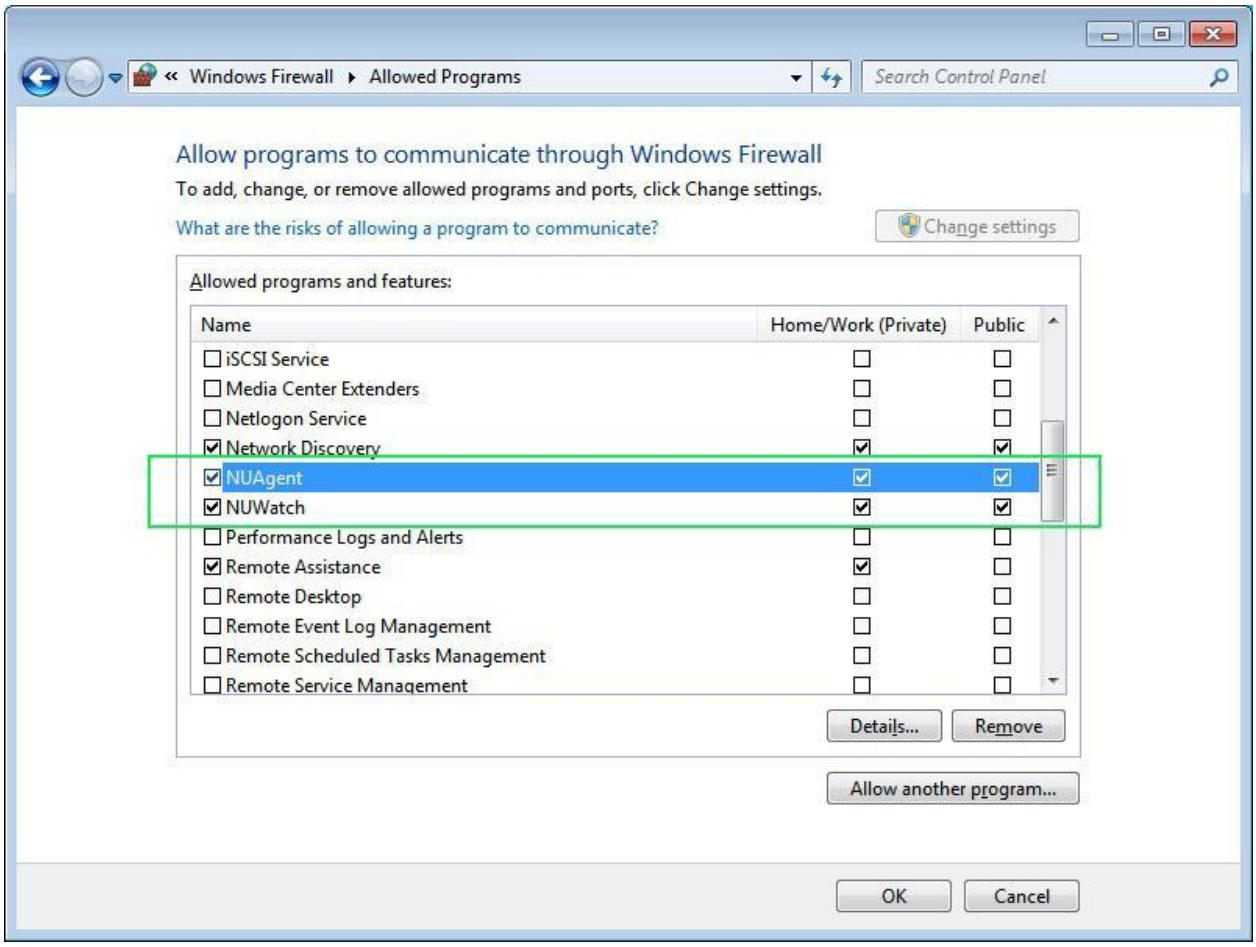
To open System and Security, click **Start**, click **Control Panel** and then double-click the **System and Security** option. In System and Security window, double-click **Windows Firewall**.

2. In the Windows Firewall window, click the option **Allow a program or feature through Windows Firewall** from the left panel.
3. In the Allowed Programs window, click **Change Settings** button to enable the **Allow another program…** button.
4. Click **Allow another program…** and then browse and list the agent files from following location:

%Windows%\System32\Zx_Ag\Services.exe

%Windows%\System32\Zx_Wh\Svchost.exe

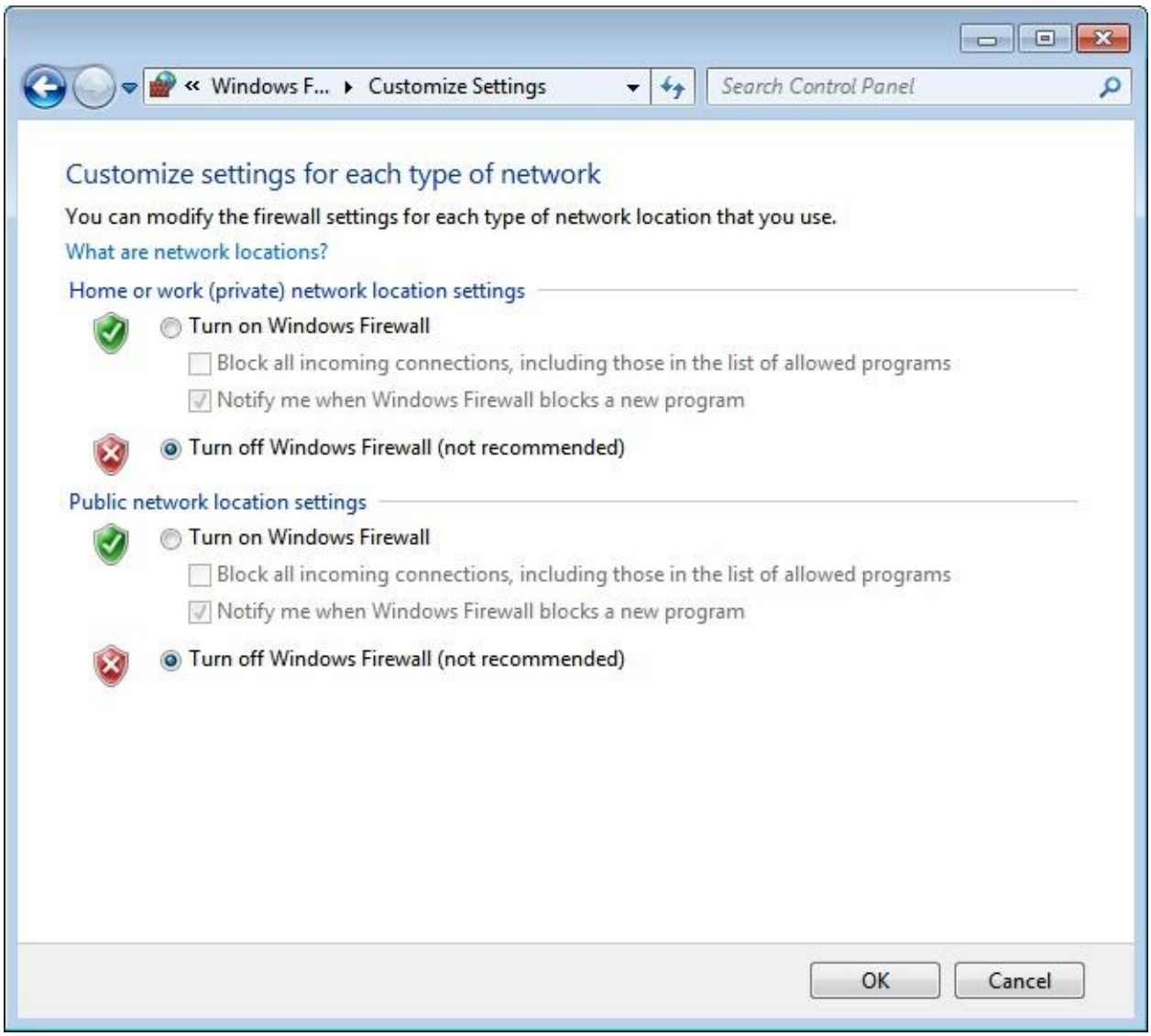
The agent files will get added to the list. Click **OK** to close the window.



When Windows Firewall is turned OFF:

To turn off Windows firewall

1. Click the **Start** button, and then click **Control Panel**.
2. In the **Control Panel** window, double-click **System and Security** or **Windows Firewall**.
3. In the Windows Firewall window, select the option **Turn Windows Firewall on or off** from the left panel.
4. In the Customize Settings window, select the option **Turn off Windows Firewall (not recommended)**.


« Windows F... ▸ Customize Settings
Search Control Panel
Customize settings for each type of network
You can modify the firewall settings for each type of network location that you use.
What are network locations?
Home or work (private) network location settings
Turn on Windows Firewall
Block all incoming connections, including those in the list of allowed programs
Notify me when Windows Firewall blocks a new program
Turn off Windows Firewall (not recommended)
Public network location settings
Turn on Windows Firewall
Block all incoming connections, including those in the list of allowed programs
Notify me when Windows Firewall blocks a new program
Turn off Windows Firewall (not recommended)
OK
Cancel

5. Click **OK** to close the window.

The agent and agent files have been successfully unblocked and added to the Exclusions list of the Windows firewall.

For Windows 8:

When Windows Firewall is turned ON:

Below mentioned are the steps to install agent where Windows firewall is kept ON: To unblock the

agent

1. Run the **Agent** setup. As you start the installation, Windows firewall will alert you for this action.
2. In **User Account Control** window, click the **Yes** button to allow the installation of agent setup.

After this the agent will get installed to the target computer system provided that you give permission to access features of svchost on all public or private networks.

Windows Security Alert
Windows Firewall has blocked some features of this app
Windows Firewall has blocked some features of svchost on all public and private networks.
Name: svchost
Publisher: Unknown
Path: C:\windows\syswow64\zx_wh\svchost.exe
Allow svchost to communicate on these networks:
Private networks, such as my home or work network
Public networks, such as those in airports and coffee shops (not recommended because these networks often have little or no security)
What are the risks of allowing an app through a firewall?
Allow access
Cancel

After this, you would also require to give permission to access features of services on all public or private networks.

Windows Security Alert
Windows Firewall has blocked some features of this app
Windows Firewall has blocked some features of services on all public and private networks.
Name: services
Publisher: Unknown
Path: C:\windows\syswow64\zx_ag\services.exe
Allow services to communicate on these networks:
Private networks, such as my home or work network
Public networks, such as those in airports and coffee shops (not recommended because these networks often have little or no security)
What are the risks of allowing an app through a firewall?
Allow access
Cancel

After this the agent setup will get installed to the target computer system.

Mentioned below are the steps to include the Agent files to exceptions list of the Windows firewall so that it does not block the agent from functioning.

1. In Control Panel, open **System and Security** or **Windows Firewall**.

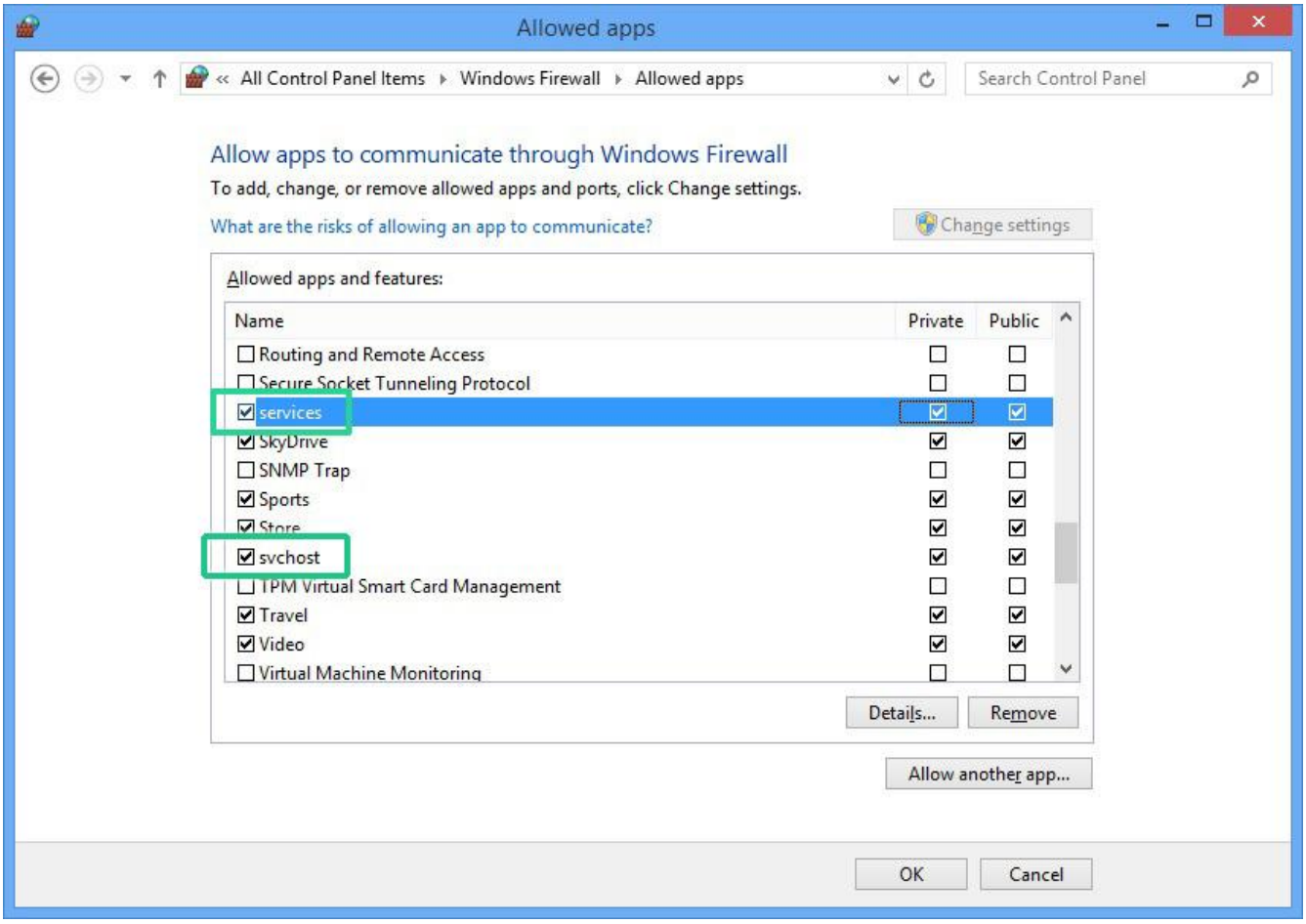
   To open System and Security, click **Start**, click **Control Panel** and then double-click the **System and Security** option. In System and Security window, double-click **Windows Firewall**.

2. In the Windows Firewall window, click the option **Allow apps or feature through Windows Firewall** from the left panel.
3. In the Allowed Apps window, click **Change Settings** button to enable the **Allow another app…** button.
4. Click **Allow another app…** and then browse and list the agent files from following location:

%Windows%\Syswow4\zx_ag\Services.exe

%Windows%\Syswow64\zx_wh\Svchost.exe

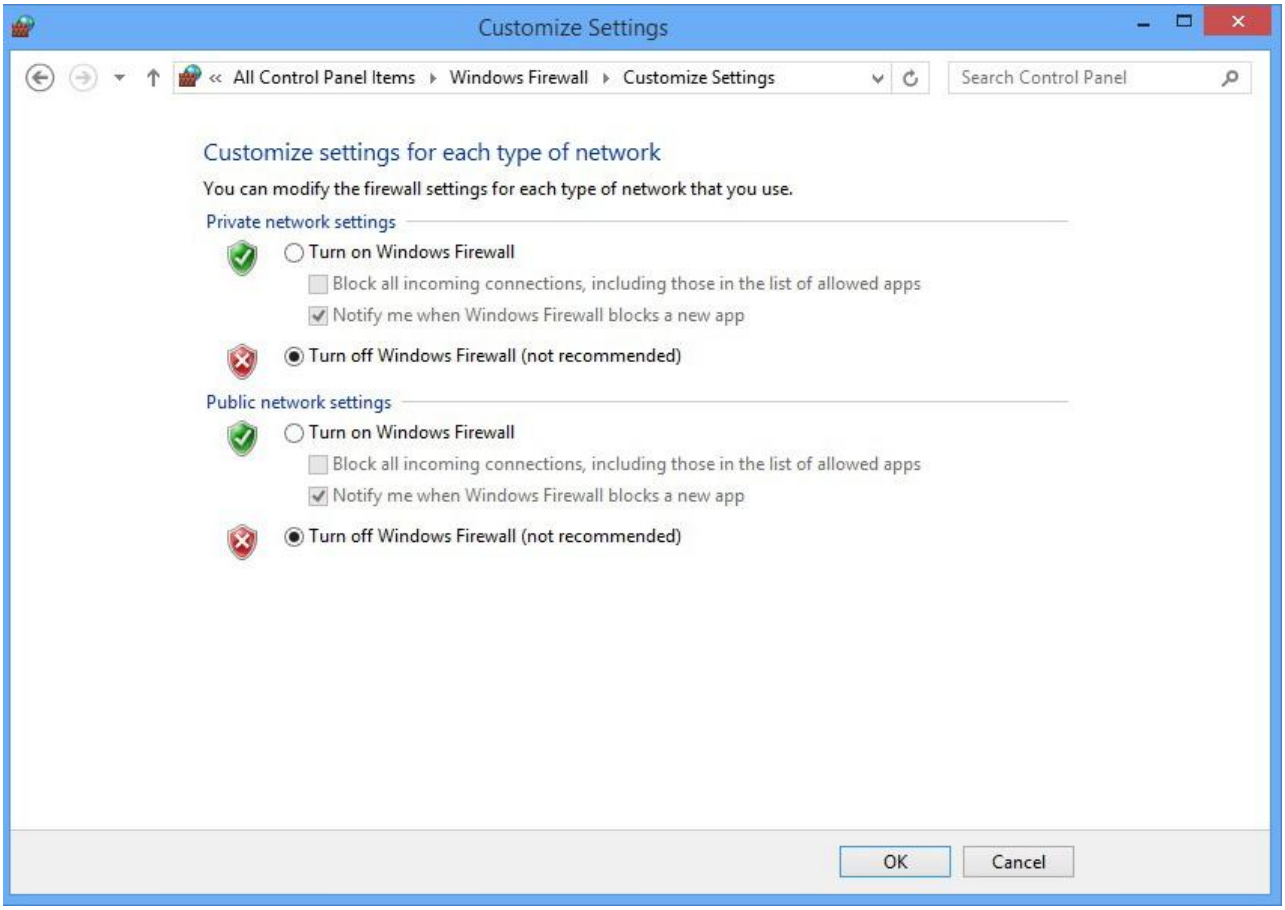
The agent files will get added to the list. Click **OK** to close the window.



When Windows Firewall is turned OFF:

To turn off Windows firewall

1. Click the **Start** button, and then click **Control Panel**.
2. In the **Control Panel** window, double-click **System and Security** or **Windows Firewall**.
3. In the Windows Firewall window, select the option **Turn Windows Firewall on or off** from the left panel.
4. In the Customize Settings window, select the option **Turn off Windows Firewall (not recommended)**.


Customize Settings
« All Control Panel Items ▸ Windows Firewall ▸ Customize Settings
Search Control Panel
Customize settings for each type of network
You can modify the firewall settings for each type of network that you use.
Private network settings
Turn on Windows Firewall
Block all incoming connections, including those in the list of allowed apps
Notify me when Windows Firewall blocks a new app
Turn off Windows Firewall (not recommended)
Public network settings
Turn on Windows Firewall
Block all incoming connections, including those in the list of allowed apps
Notify me when Windows Firewall blocks a new app
Turn off Windows Firewall (not recommended)
OK
Cancel

5. Click **OK** to close the window.

The agent and agent files have been successfully unblocked and added to the Exclusions list of the Windows firewall.

Other Antivirus Applications

Antivirus software installed in the computer may block the Employee Desktop Live Viewer program. Antivirus software may recognize the Employee Desktop Live Viewer as Spyware.keylogger, which is considered possible threat to the computer and data stored within.

To successfully install and use the software, some configurations need to be done in the Antivirus program.

Norton Antivirus

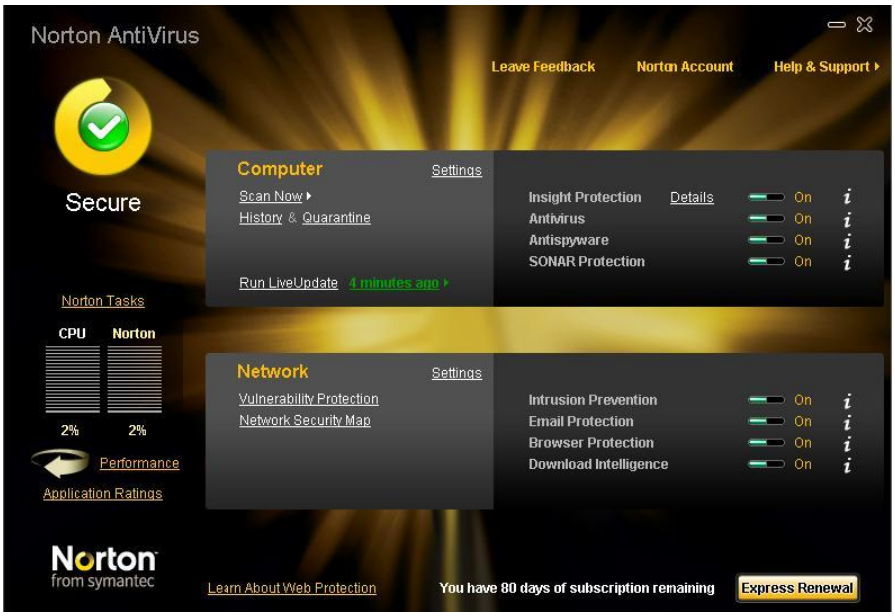
Here, we tell you the process of configuring Norton Antivirus 2011 for seamless installation of viewer and agent files of the Employee Desktop Live Viewer.

After downloading the setup files of the Employee Desktop Live Viewer, when you extract them, the Norton Antivirus displays the following message:

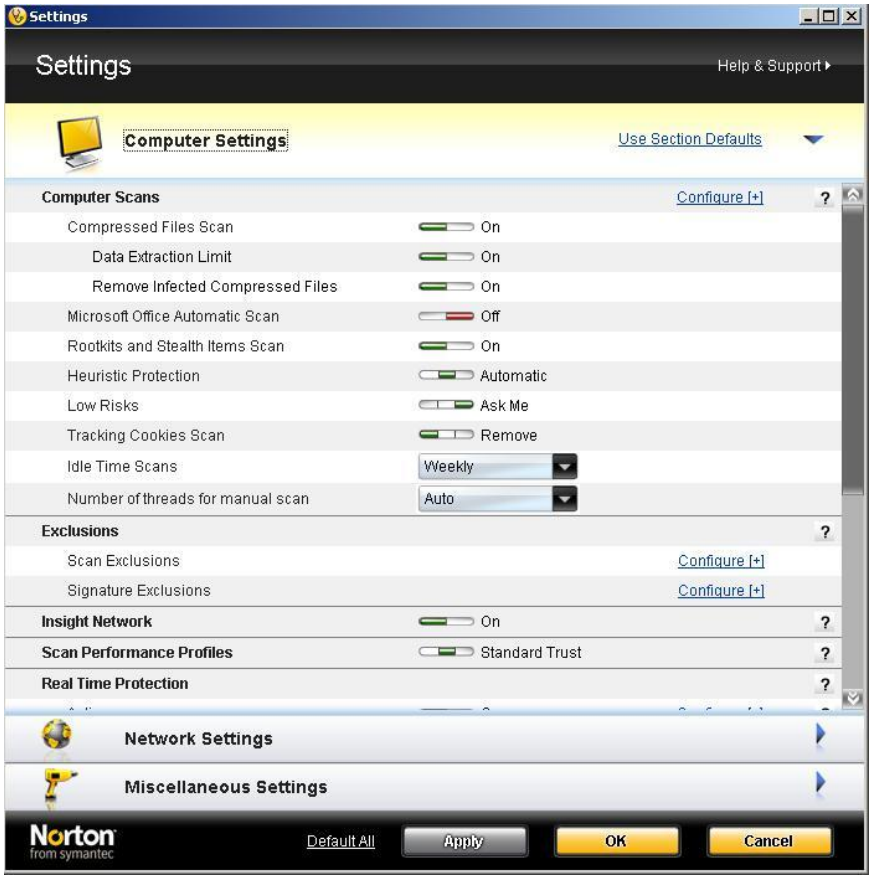
The message clearly indicates that the Norton Antivirus has recognized the Employee Desktop Live Viewer software as Spyware.Keylogger; therefore, it has been blocked from extraction. To seamlessly extract the setup files, you need to add the software folder in the exclusion list of the Norton Antivirus program.

To add the software folder having setup files, to the exclusion list of the Norton Antivirus program, execute the following steps:

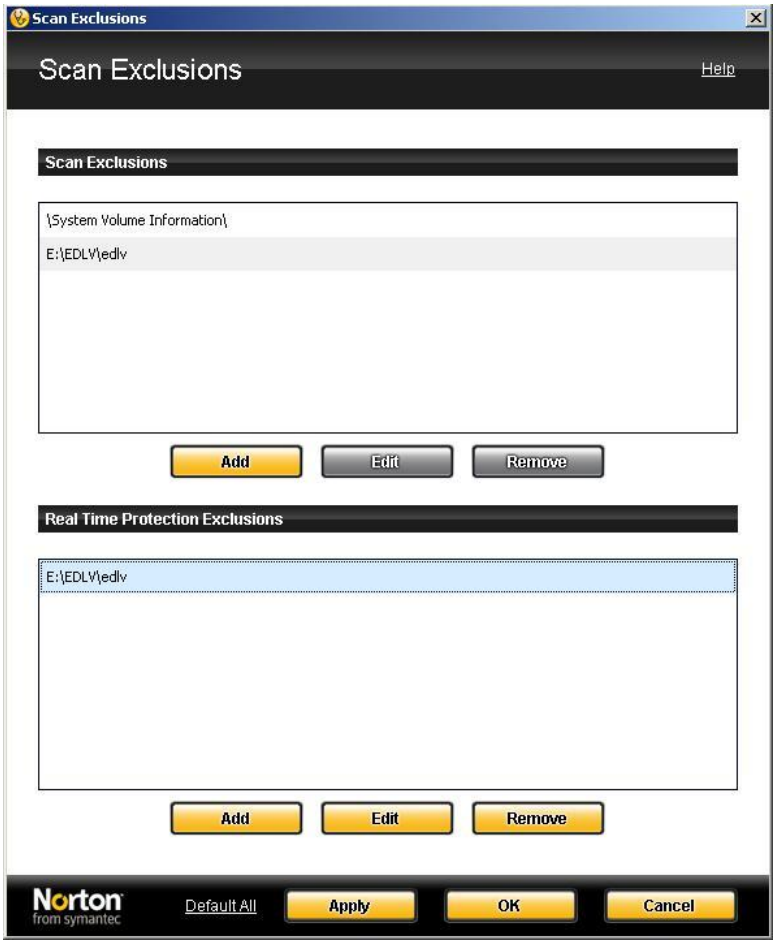
1. Start the Norton Antivirus program. The main page of Norton Antivirus 2011 appears, as shown below:



2. In the **Computer** section, click **Settings**. The **Settings** window appears, as shown below:



3. Click **Configure [+]** beside **Scan Exclusions** in the **Exclusions** section. The **Scan Exclusions** dialog box appears, as shown below:



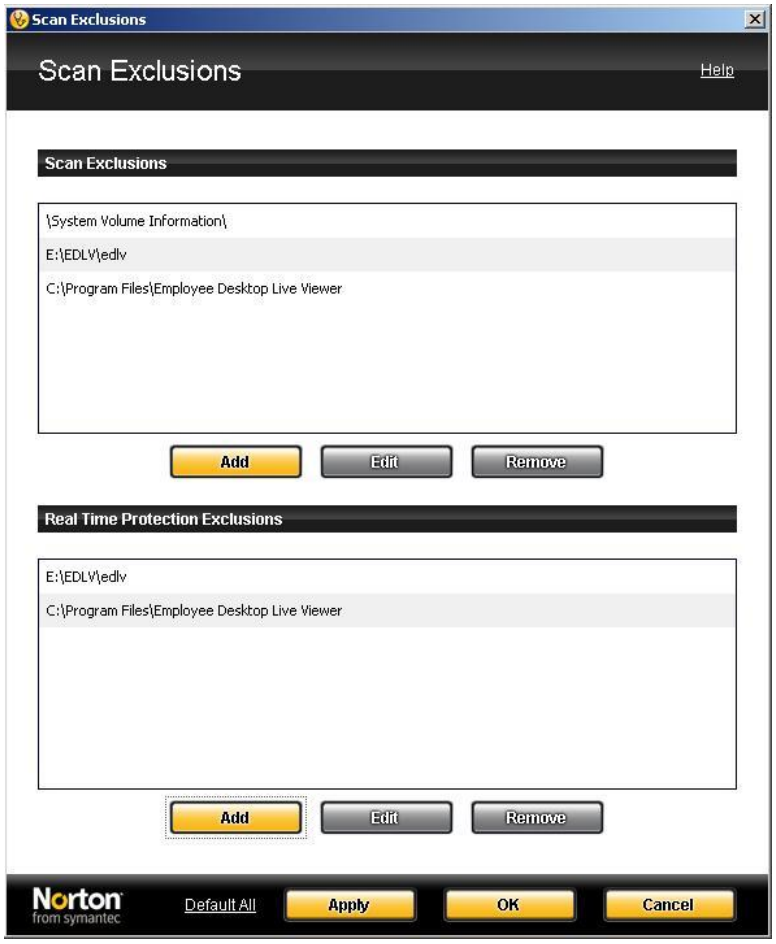
In the “Scan Exclusions” dialog box, you see two sections- **Scan Exclusions** and **Real Time Protection Exclusions**. In both sections, you have to add the folder in which you are extracting the setup files of the Employee Desktop Live Viewer software. You also need to add the software installation folder in both sections.

Software installation path depends on the logical drive. For example, if the operating system is installed in C: then the software installation path will be:

C:\Program Files\Employee Desktop Live Viewer

4. To add the folders, click the **Add** button in each section one by one and browse the folders.

<meta name="author" content="Lepide Software Private Limited, New Delhi, India" />



5. After adding the folders, click the **Apply** button.

After you have clicked the **Apply** button, the Norton Antivirus program will exclude the Employee Desktop Live Viewer software from its list of Spyware.Keylogger allowing you to seamlessly install the Viewer file of the software.

Now, you have to add the Agent file of the Employee Desktop Live Viewer software in the exclusion list of the Norton Antivirus software.

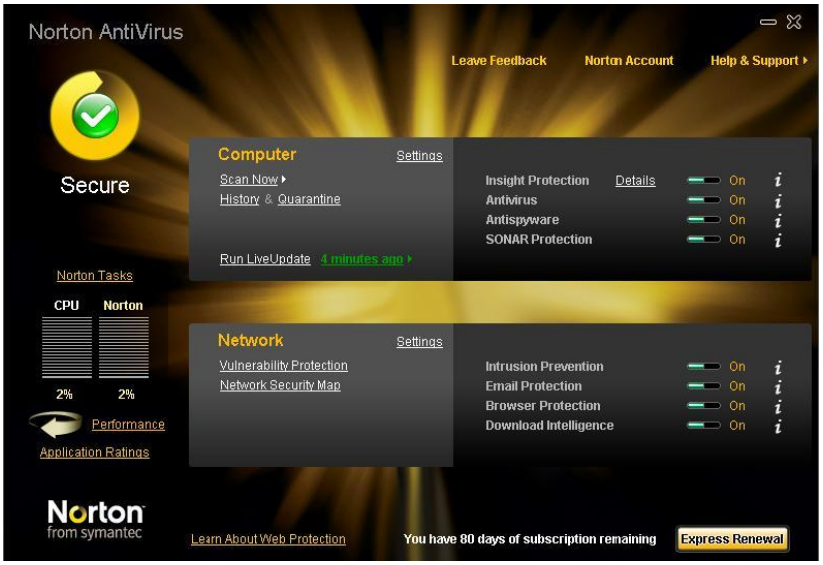
Adding Agent file to Exclusion List

When you double-click the Agent file of the Employee Desktop Live Viewer software without adding it to the exclusion list of the Norton Antivirus, you see the following message:

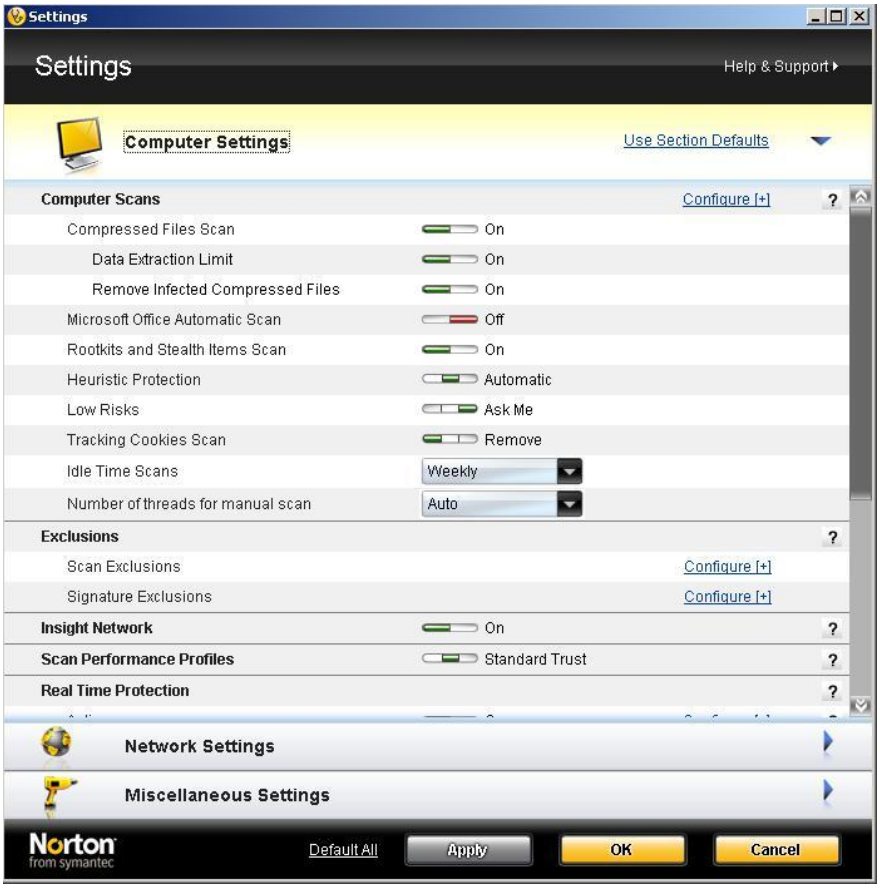
After getting this message, you must tell the Norton Antivirus that the Employee Desktop Live Viewer software is not a harmful program. And for this, you need to add the Agent Installation folders to the exclusion list of the Norton Antivirus program.

To add the Agent Installation folders to the exclusion list of the Norton Antivirus program, execute the following steps:

1. Start the Norton Antivirus software. The main screen of the Norton Antivirus appears, as shown below:



2. Click **Settings** in the **Computer** section. The **Settings** window opens up, as shown below:



3. Click **Configure [+]** beside **Scan Exclusions** in the **Exclusions** section. The **Scan Exclusions** dialog box appears where you need to add the Agent installation folder. The dialog box comprises two sections- **Scan Exclusions** and **Real Time Protection Exclusions**.

4. You need to add the Agent installation folder to both sections. To do this, click the **Add** button one by one in both sections and browse to the following locations:

C:\Windows\system 32\Zx_Ag

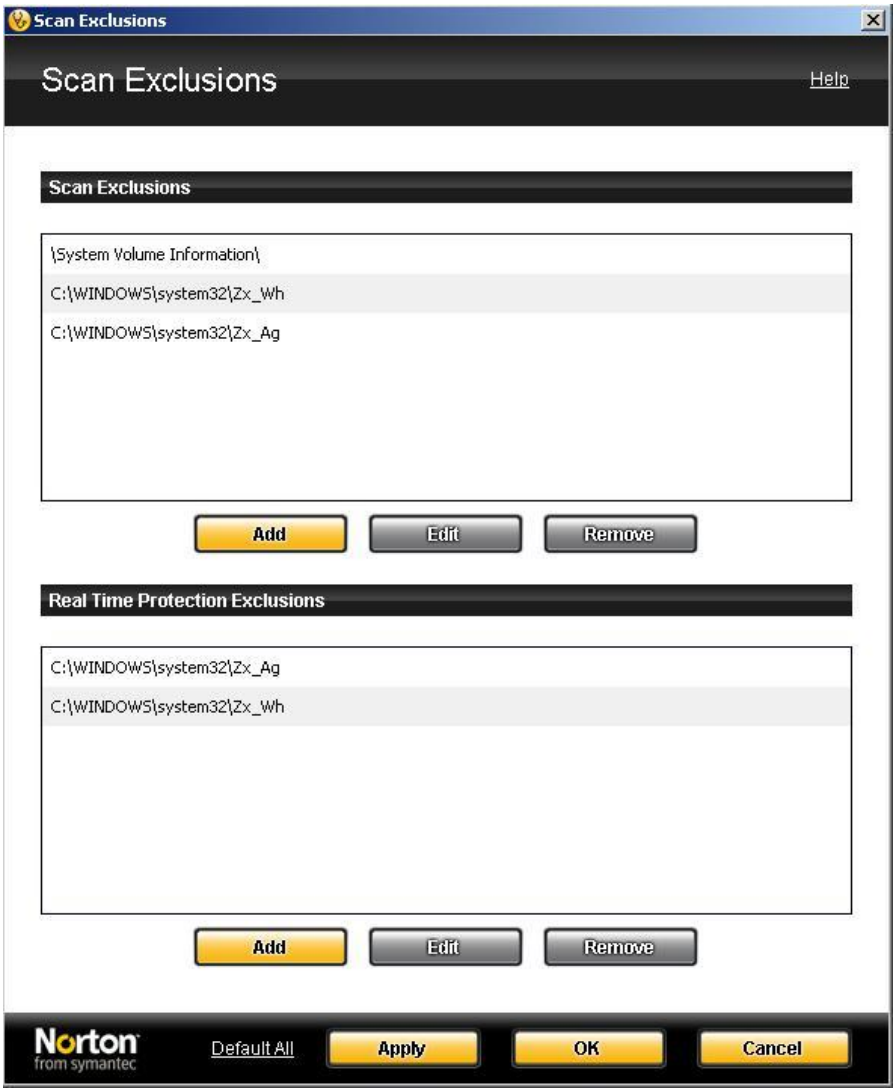
C:\Windows\system 32\Zx_Wh

Note: Drive letter in the above path shall be changed with the drive letter where Windows operating system in installed. For example, if the Windows is installed in D drive then the path will be:

D:\Windows\system 32\Zx_Ag

D:\Windows\system 32\Zx_Wh

5. Once the locations are added, they appear in the "**Scan Exclusions**" dialog box, as shown below:

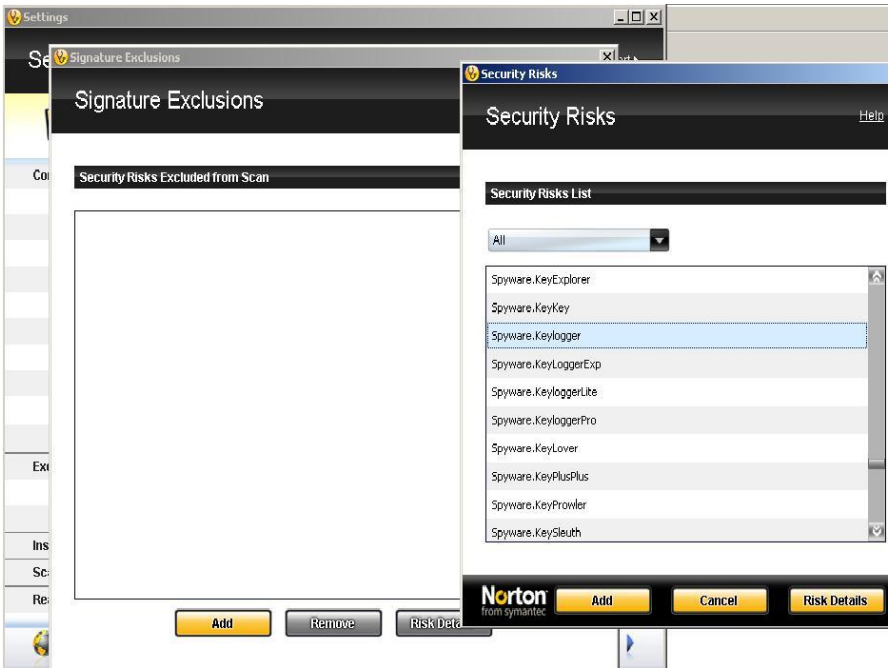


6. Click the **Apply** button.

After adding the Agent installation folder to the exclusion list, you need to add the Spyware.keylogger signature to the Signature Exclusion list of the Norton Antivirus software. To do this, execute the following steps:

1. Click **Configure [+]** beside **Signature Exclusions** in the **Exclusions** section. The **Signature Exclusions** dialog box opens up.

2. Click the **Add** button. The **Security Risks** dialog box opens up, as shown below:



3. Select **Spyware.keylogger** in **Security Risks List**.

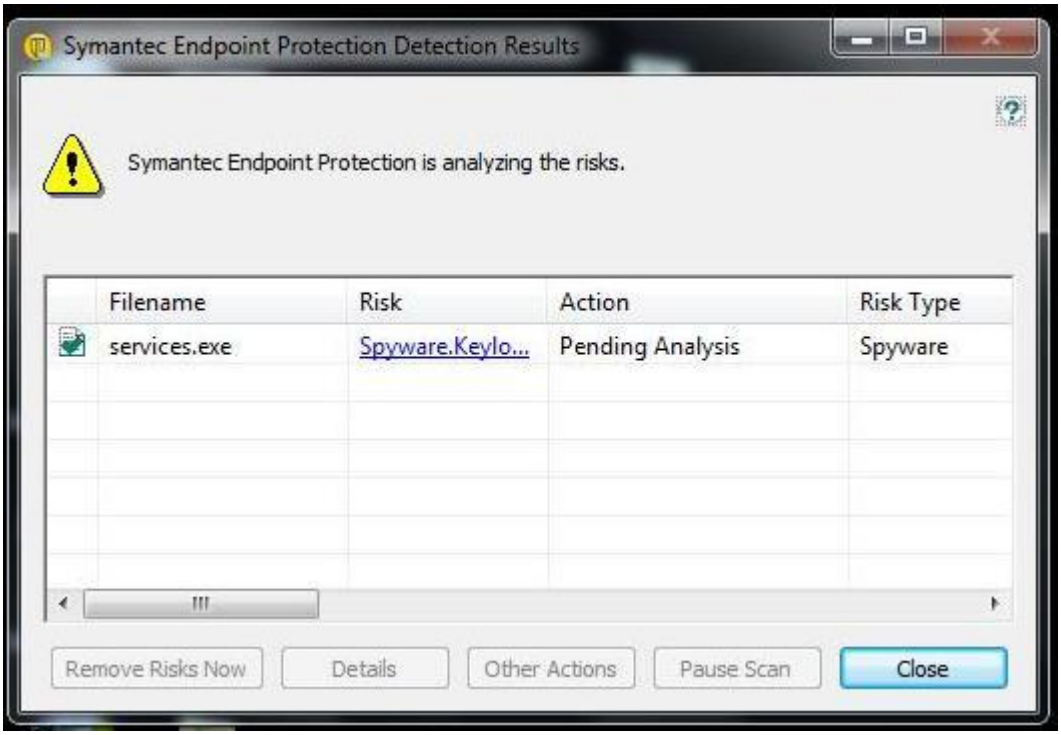
4. Click the **Add** button. The selected Spyware.keylogger will be added in the **Signature Exclusions** dialog box, as shown below:

5. Now, click the **Apply** button.

This way Norton Antivirus is completely configured for seamless installation and use of the Employee Desktop Live Viewer software.

EDLV Agent add to exceptions (Symantec Endpoint Protection)

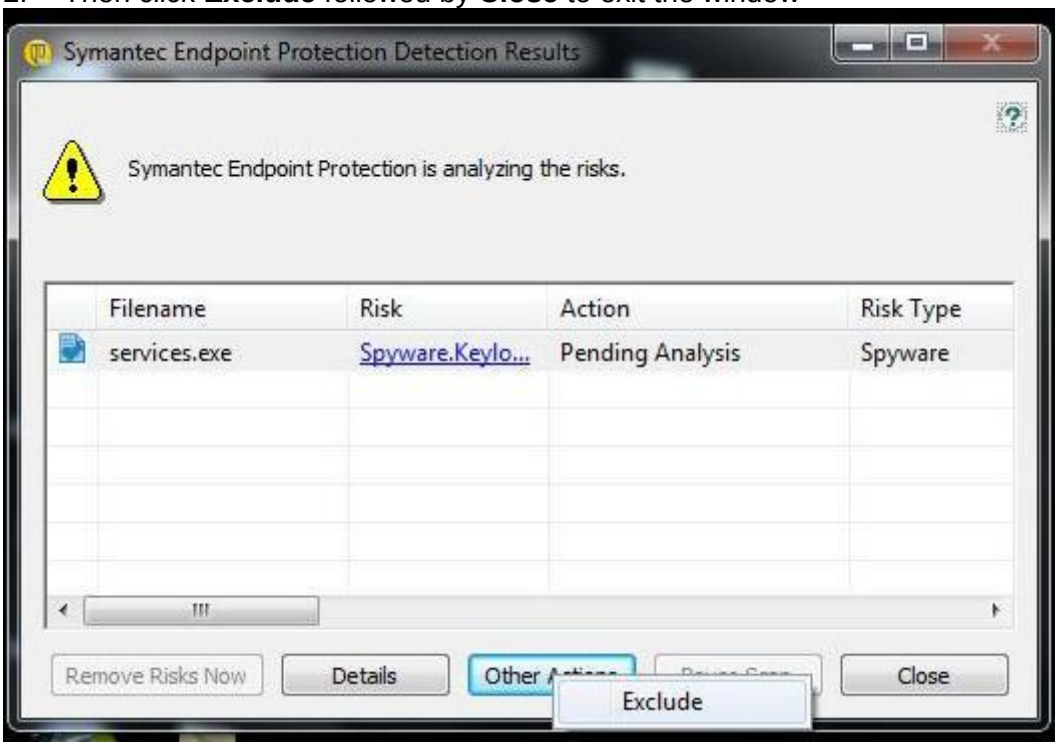
If we install the Agent setup file remotely to the computer where “Symantec Endpoint Protection” is installed then it detects it Spyware.Keylogger and displays the following message:



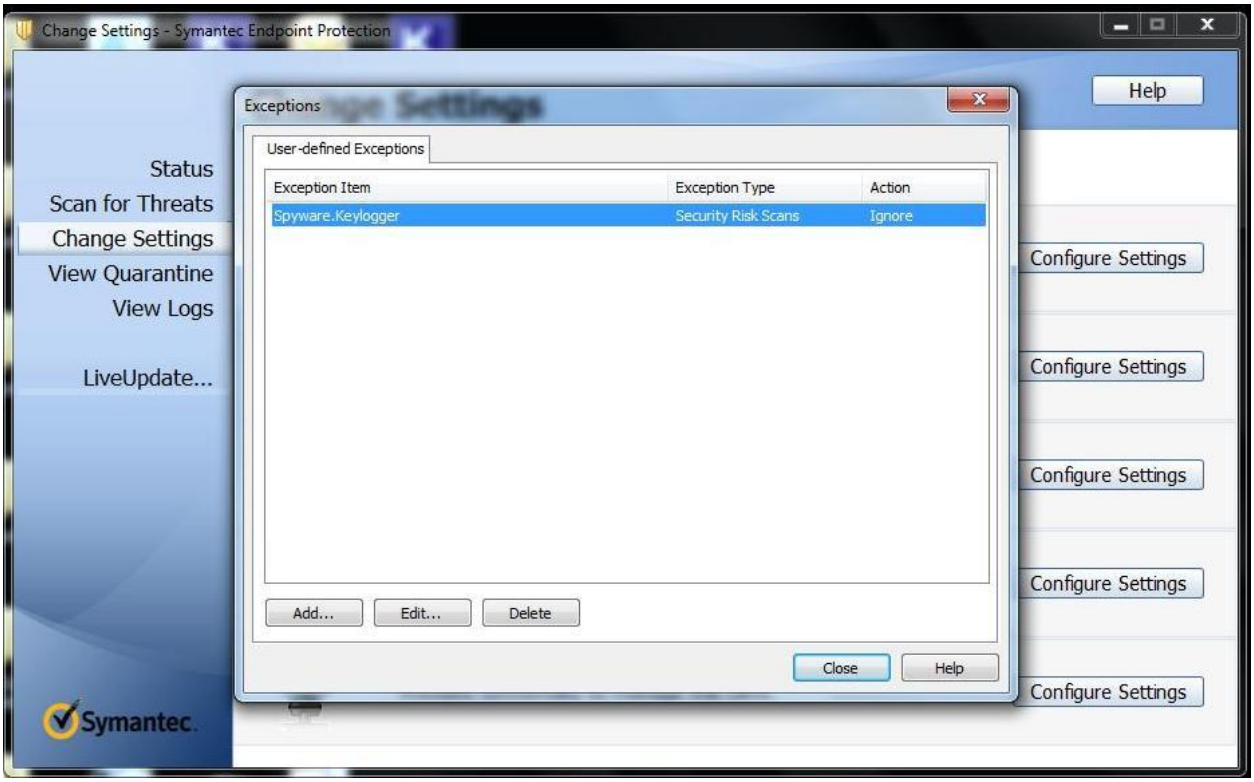
In order to successfully install the Agent file in the computer, the file has to be excluded from the blocked list of Symantec Endpoint Protection program.

The following steps illustrate the process:

1. Select the detected file form the **Symantec Endpoint Protection Detection Results** dialog box and click **Other Actions**.
2. Then click **Exclude** followed by **Close** to exit the window

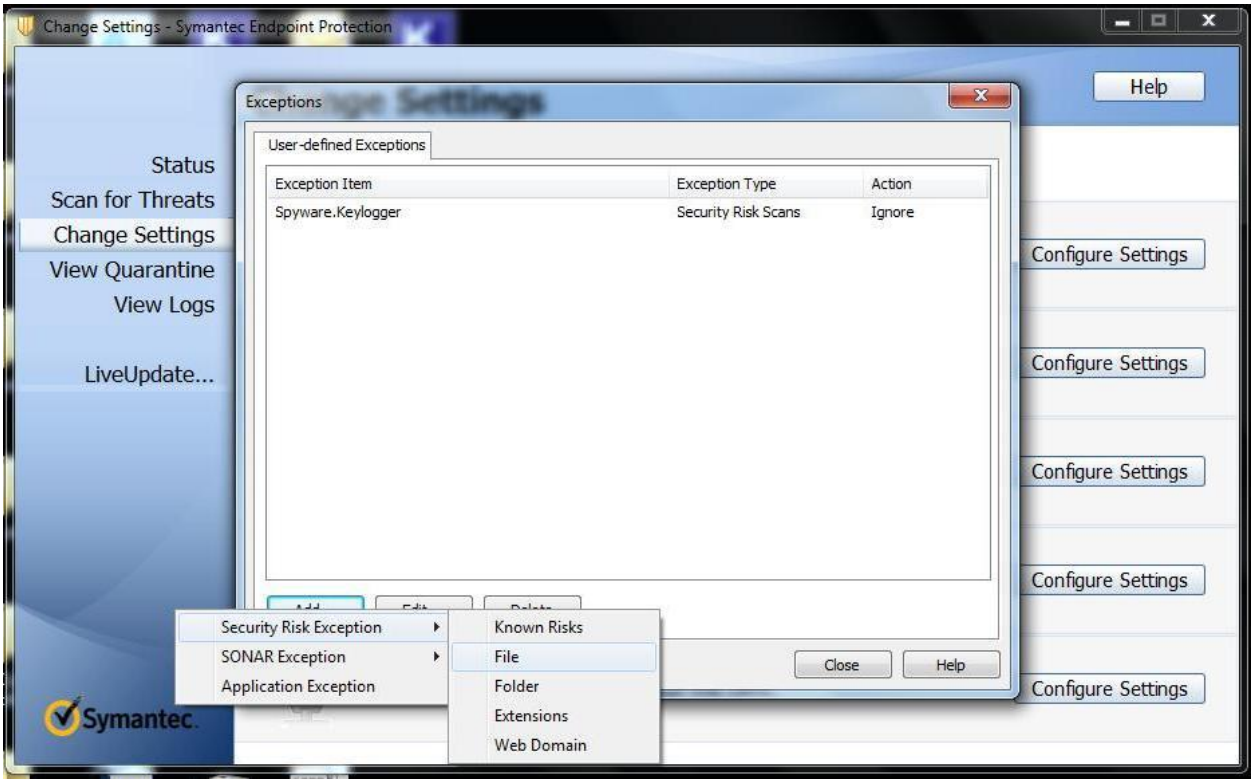


3. The Agent setup file is added to the exception list of Symantec Endpoint Protection antivirus software as displayed in the **Exception** dialog box of the **Change Settings-Symantec Endpoint Protection** window.

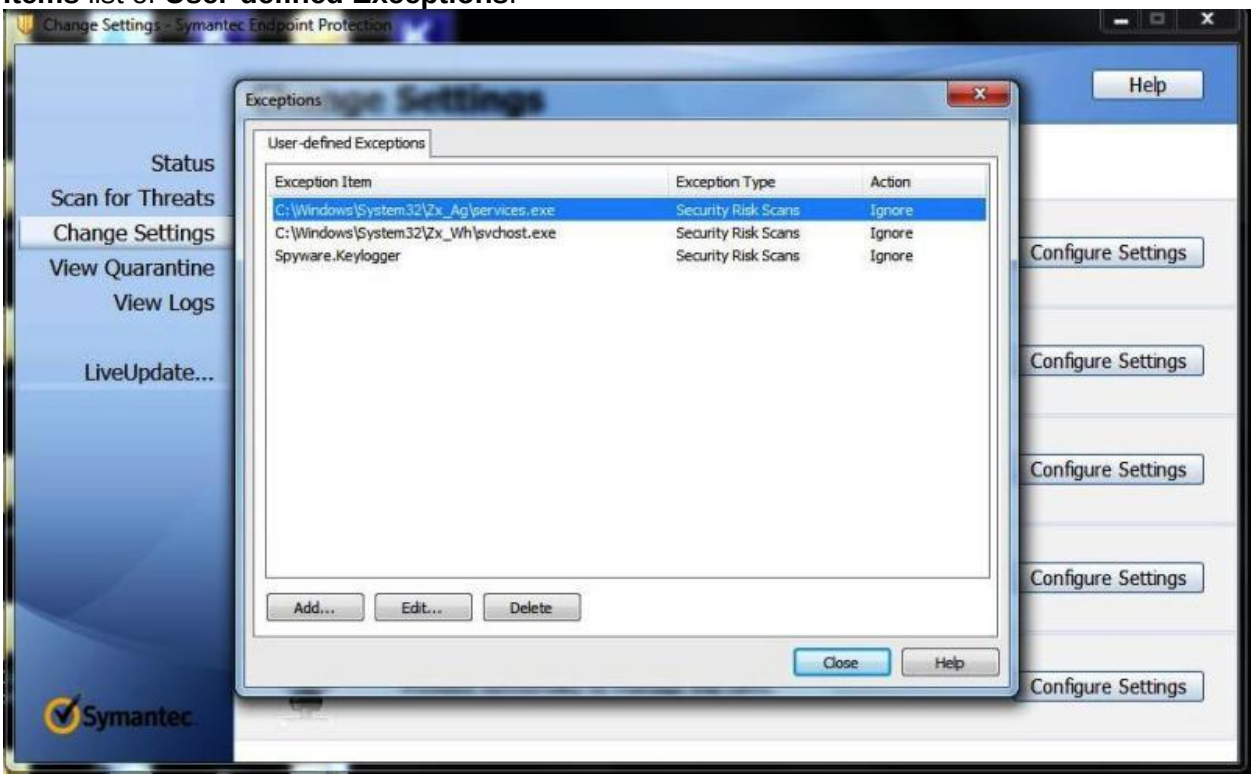


Note: The agent file must be included to the exclusion list as soon as the Symantec Endpoint Protection Detection Results message is displayed, because otherwise the antivirus will delete the agent software.

4. Now, in the **Exceptions** dialog box, click **Add…**
5. Select **Security Risk Exception** and then click **File**.

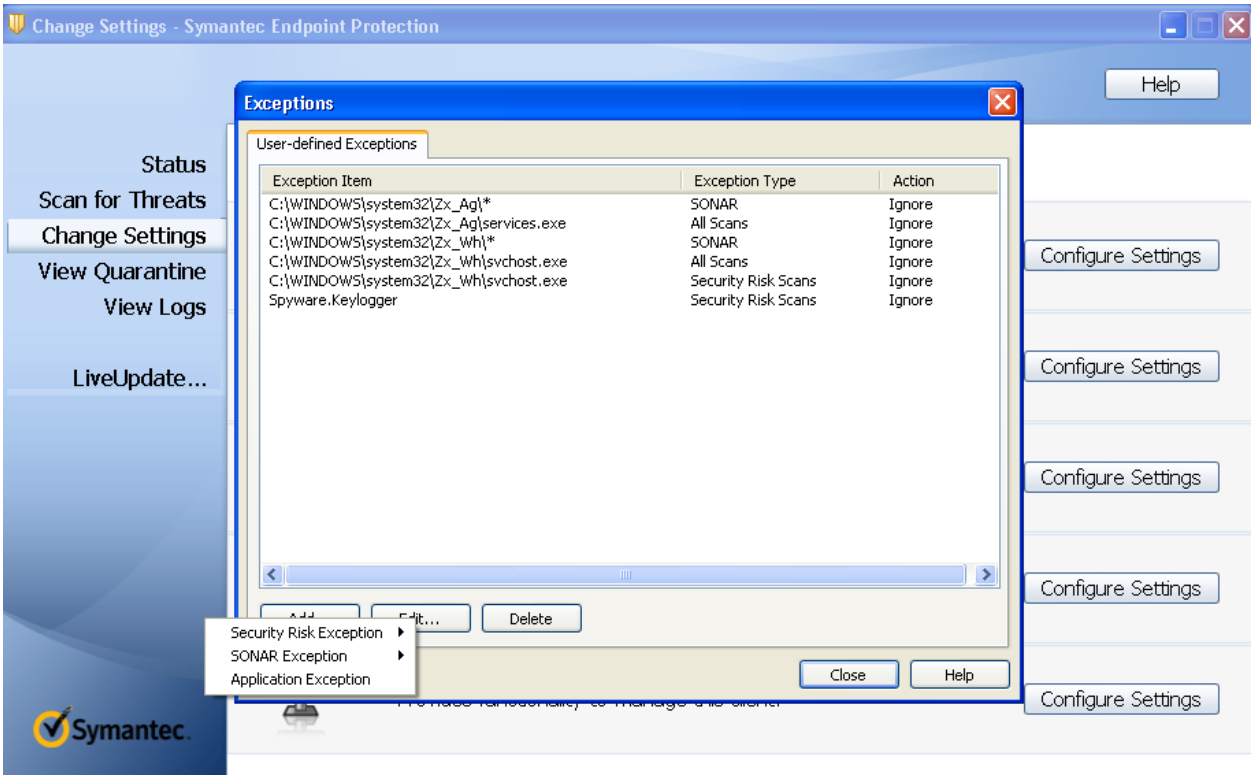


6. Now, add the Agent files (both services.exe and svchost.exe) so that they appear in the **Exception Items** list of **User-defined Exceptions**.



7. To include the Agent files in both **SONAR Exception** and **Application Exception** type list select them one by one and follow steps 5 and 6 as above. Both the **services.exe** and **svchost.exe**

executables get added to the list of **Security Risk Scans**, **SONAR** and **All Scans Exception type** as displayed below:

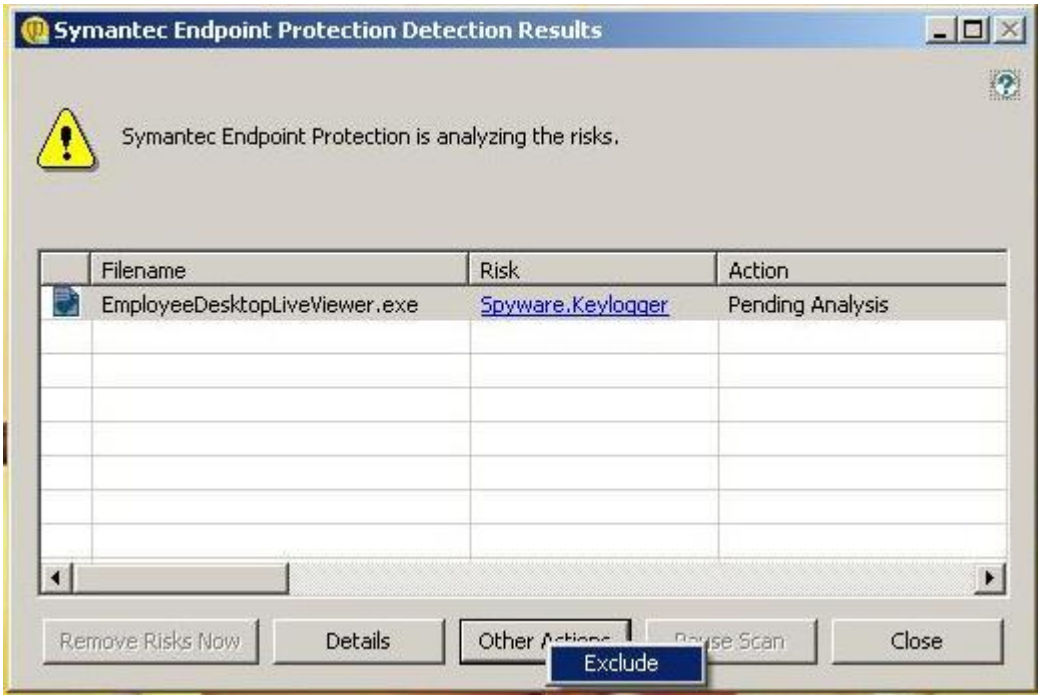


Symantec Endpoint Protection also treats the EDLV Viewer setup file as Spyware.Keylogger and displays a security risk warning message.

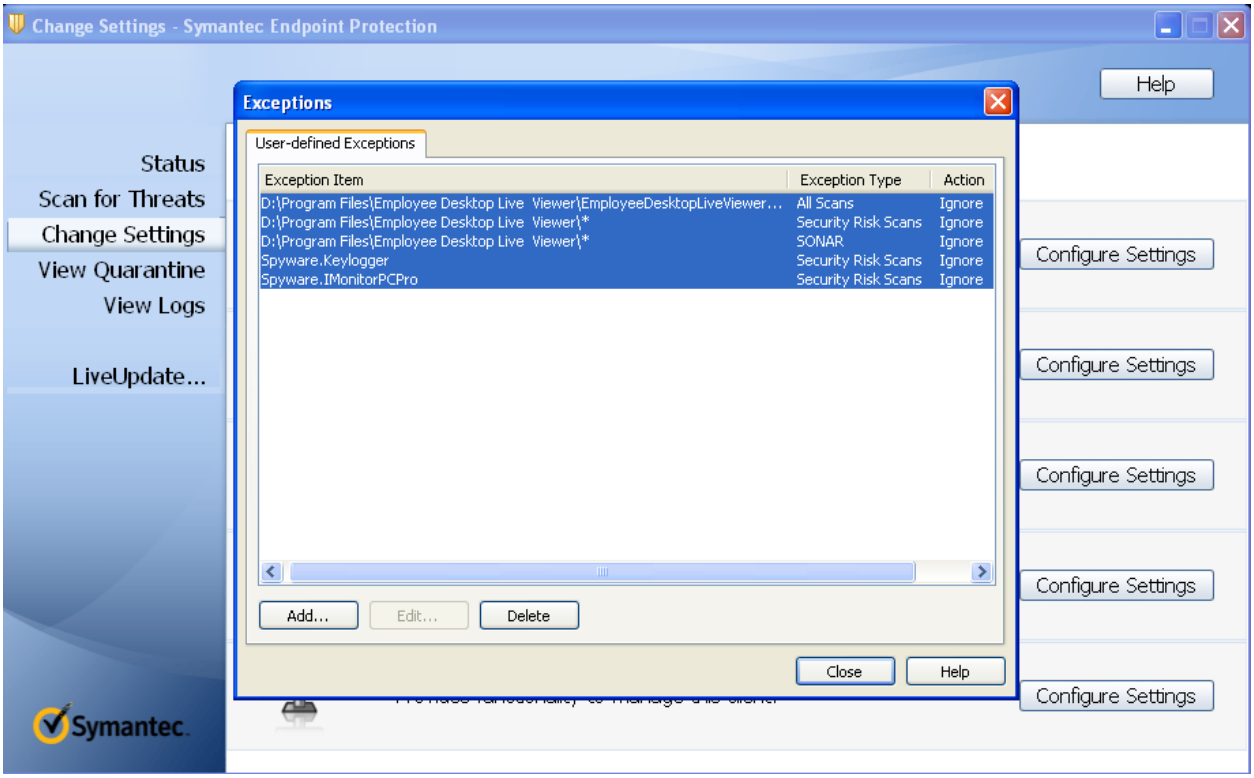
To add the Viewer setup file in the Exception list of Symantec Endpoint Protection, follow the steps mentioned below:

1. Select the detected file form the **Symantec Endpoint Protection Detection Results** dialog box and click **Other Actions**.

2. Then click **Exclude** followed by **Close** to exit the window.



3. The Viewer file gets added as an **Exception Item** under **User-defined Exceptions** tab.
4. Now, click **Add** and one by one select **Security Risk Exception**, **SONAR Exception** and **Application Exception** respectively, followed by **File**.
5. Follow the same procedures as in case of Agent setup files. The viewer setup files get included in all three **Exception Type**:



6. Finally, **Close** the antivirus software window & restart your computer. After the computer restarts, the Agent setup file successfully connects to the Viewer.

Note: All the above steps must be performed to connect Agent software to the Viewer successfully and for uninterrupted connection in future.

AVG Internet Security

Mentioned below are the steps to install EDLV Agent setup files by adding them to the Allowed List of AVG Antivirus:

1. Launch **AVG Internet Security antivirus** program, click on **Tools** and then select **Advanced Settings** option.
2. In the **Advanced AVG Settings** dialog box, expand **Identity Protection** node.
3. Select **Allowed List**. The **Identity Protection Allowed List** will get displayed in the right pane.

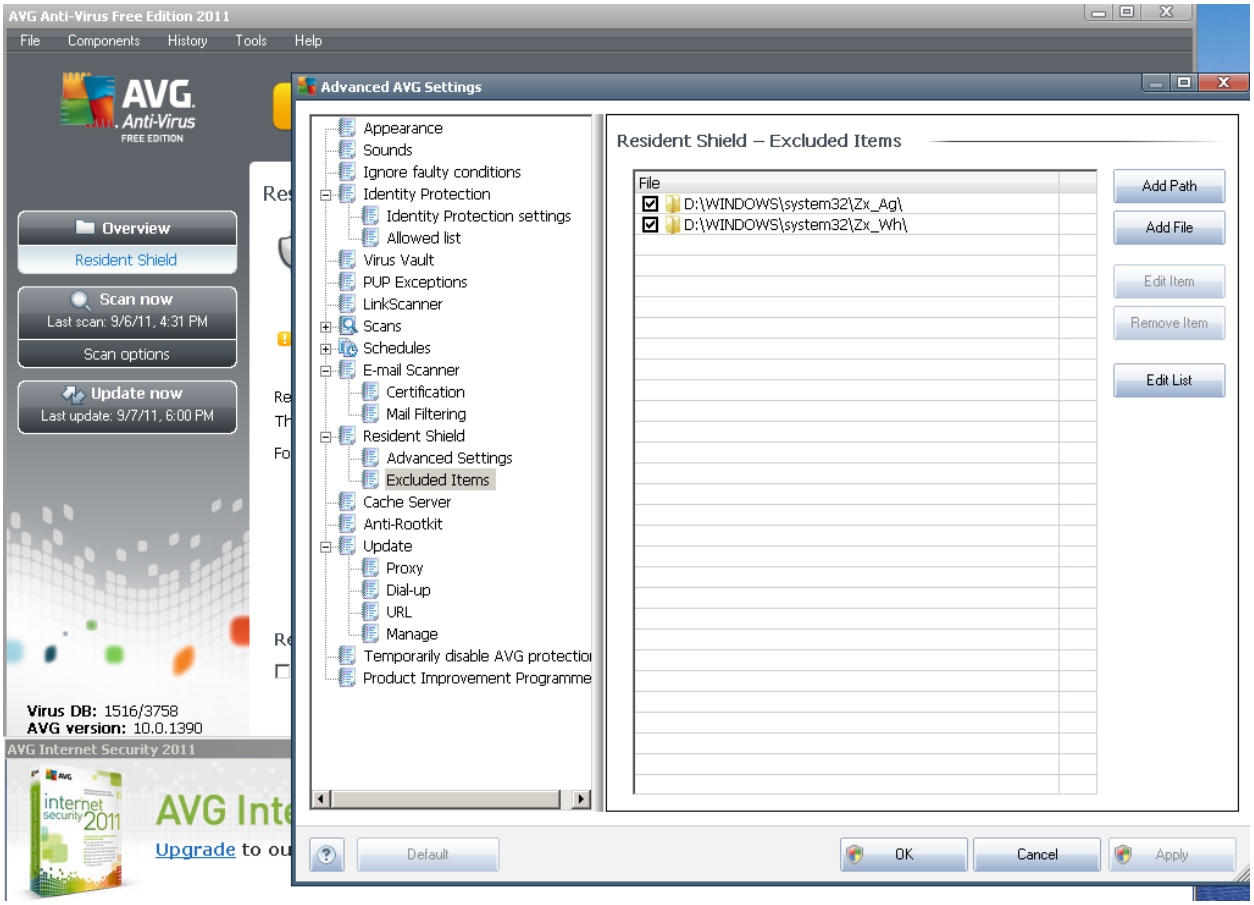
4. Now, click **Add** and select the Agent installation folder from the respective drive location:

%Windows%\System32\Zx_Ag\Services.exe %Windows%\System32\Zx_Wh\Svchost.exe

5. Once the folders are added, they will get displayed in the **Identity Protection Allowed List**.

6. Click **OK** to exit the **AVG Advanced Settings** window.

This way, Agent setup files will get included in the **Resident Shield - Excluded Items** list of AVG antivirus software and the software will not generate any alert, as shown below:

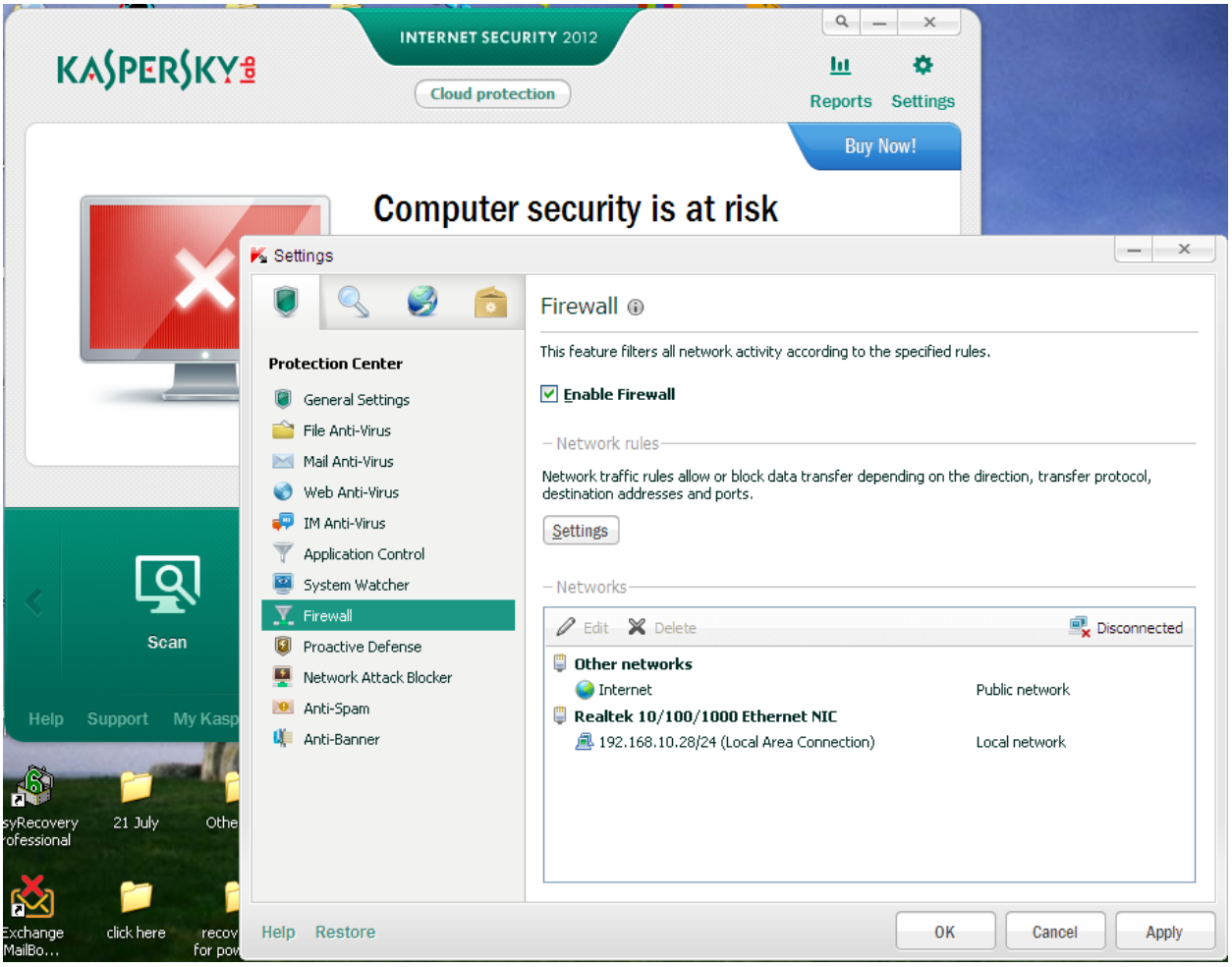


Kaspersky Internet Security

The steps to install EDLV Agent setup files where Kaspersky Internet Security firewall is enabled are illustrated below.

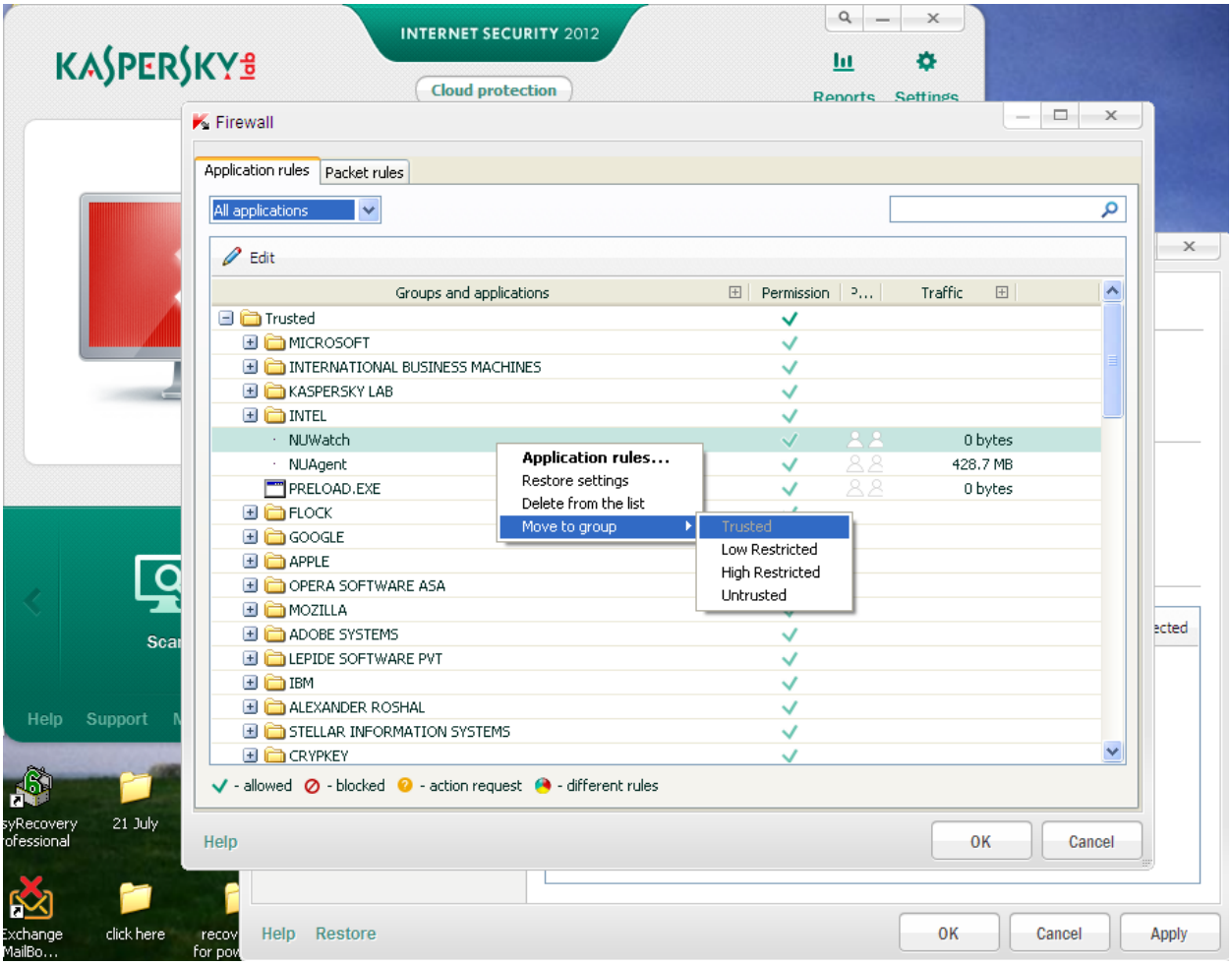
1. Launch the **Kaspersky Internet Security antivirus** program.

2. Click the **Settings** link from the right-most corner of the application. The **Settings** dialog box will appear.



3. From the **Protection Center** option, select **Firewall**. The **Firewall** settings will be displayed in the right pane of the dialog box.

4. Under **Network rules** section, click **Settings**. The **Firewall** settings dialog box will appear.



5. Under the **Application rules** tab select **All applications** from the drop-down list box.
6. Now, select the installation folder which contains the Agent setup files (NUWatch and NUAgent).
7. Right-click on **NUWatch**. Select **Move to group** from the list and then select **Trusted**.
8. Click **OK**.
9. Repeat step 6 with **NUAgent** file as well.

This way NuWatch and NUAgent programs get added as trusted applications and are not blocked by Kaspersky firewall settings.

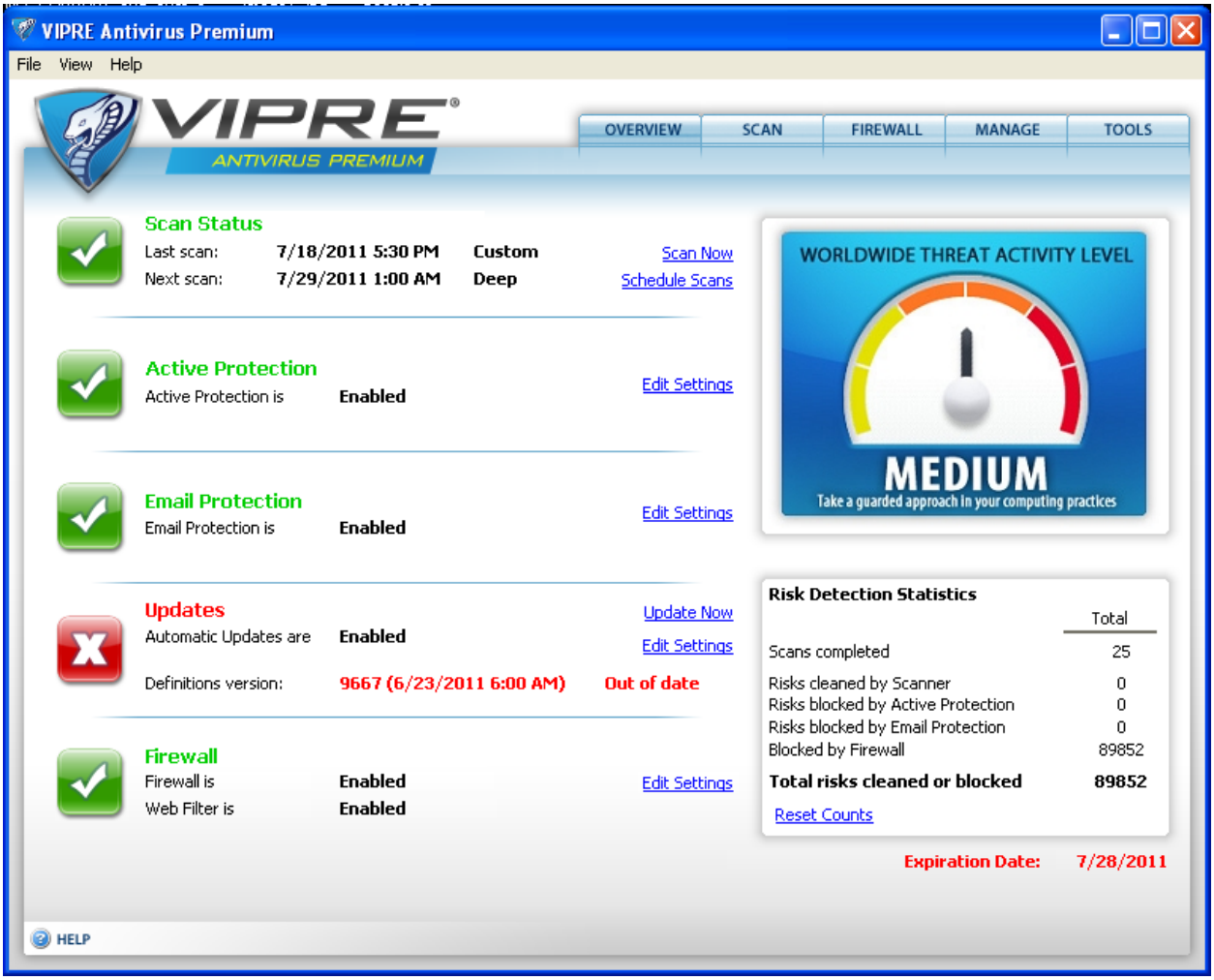
Note: In case of Kaspersky antivirus, please turn off protection before installing Agent files to the computer where it is installed. Otherwise it will delete the Agent & Viewer setup files quickly from their locations.

VIPRE Antivirus Premium

To add Agent files in the Exclusion list of VIPRE Antivirus Premium software, the following steps are to be followed:

1. Launch **VIPRE Antivirus Premium** program and click on the **Firewall** tab.

2. In the firewall options select **View Settings** link to enter the firewall settings.



3. The **Settings** dialog box will appear.

4. Select **Firewall** tab from the settings dialog box.

5. Under the **Firewall** section, click on the **Exceptions** button.

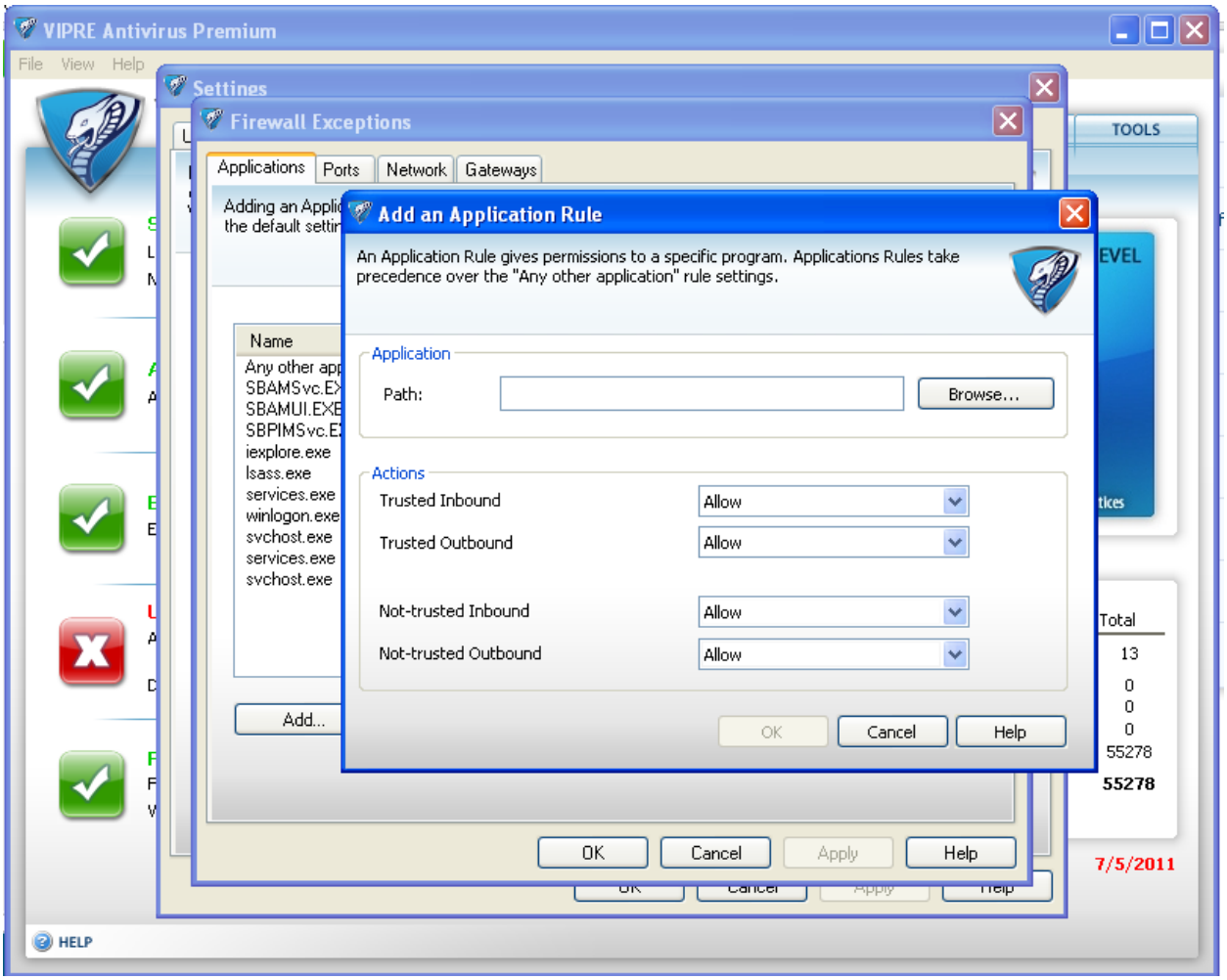
6. In the **Firewall Exceptions** dialog box, select **Applications** tab to see the list of firewall exceptions.

7. Check for the existing entries of **services.exe** and **svchost.exe** applications.

a. If the entry already exists, select the entry and click **Edit**.

b. If the entry does not exist, click **Add…** to search and add the application executables from the respective drive locations.

8. The **Add an Application Rule** dialog box will appear.



9. The **NUAgent** application rule should be as follows:

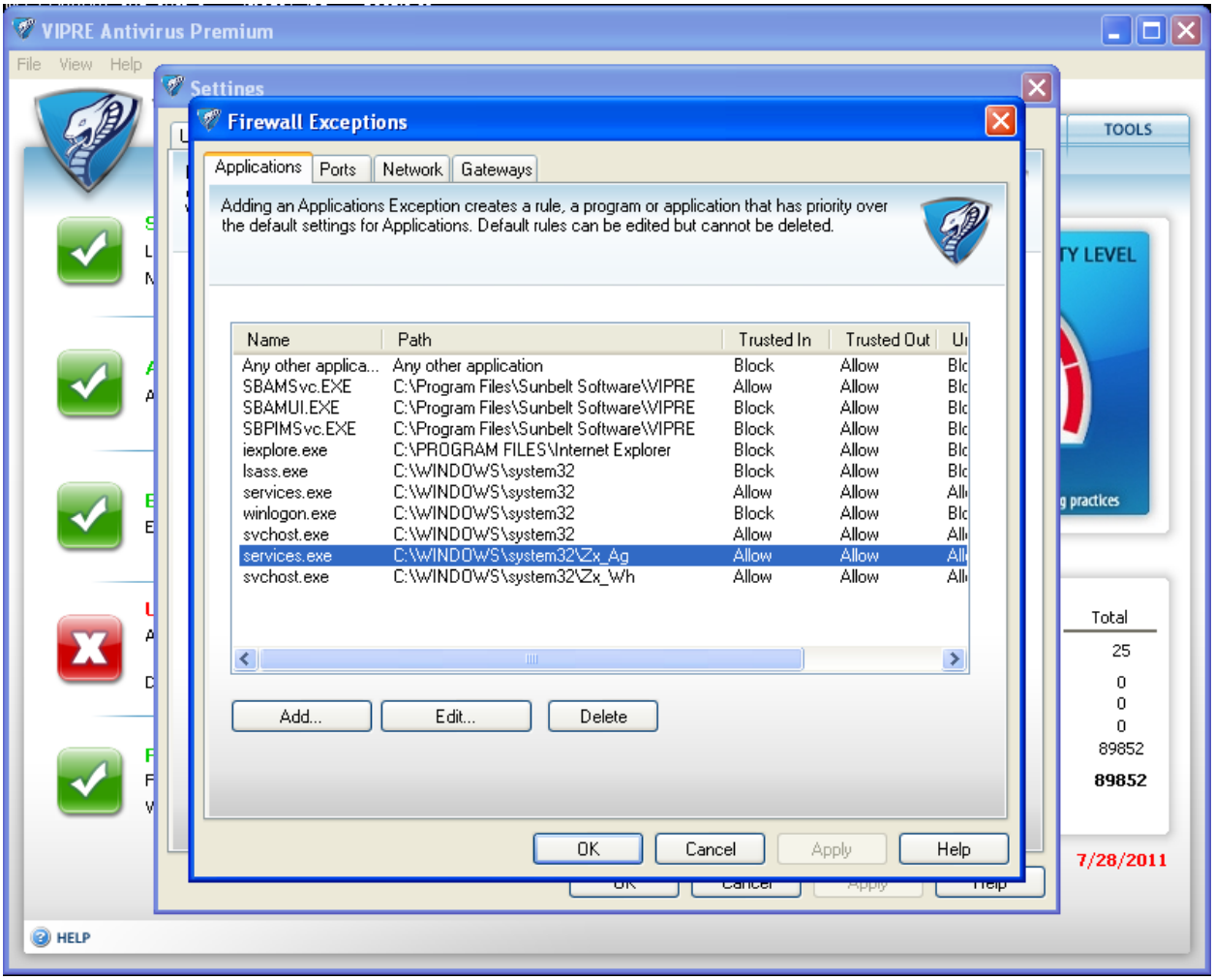
- **Path:** %Windows%\System32\Zx_Ag\Services.exe
- **Trusted Inbound:** Allow
- **Trusted Outbound:** Allow
- **Non-trusted Inbound:** Allow
- **Non-trusted Outbound:** Allow

10. The **NUWatch** application rule should be as follows:

- **Path:** %Windows%\System32\Zx_Wh\Svchost.exe
- **Trusted Inbound:** Allow

- **Trusted Outbound:** Allow
- **Non-trusted Inbound:** Allow
- **Non-trusted Outbound:** Allow

11. Click **OK**.


VIPRE Antivirus Premium
File View Help
Settings
Firewall Exceptions
Applications Ports Network Gateways
Adding an Applications Exception creates a rule, a program or application that has priority over the default settings for Applications. Default rules can be edited but cannot be deleted.
Name Path Trusted In Trusted Out
Any other applica... Any other application Block Allow
SBAMSvc.EXE C:\Program Files\Sunbelt Software\VIPRE Allow Allow
SBAMUI.EXE C:\Program Files\Sunbelt Software\VIPRE Block Allow
SBPIMSvc.EXE C:\Program Files\Sunbelt Software\VIPRE Block Allow
iexplore.exe C:\PROGRAM FILES\Internet Explorer Block Allow
lsass.exe C:\WINDOWS\system32 Block Allow
services.exe C:\WINDOWS\system32 Allow Allow
winlogon.exe C:\WINDOWS\system32 Block Allow
svchost.exe C:\WINDOWS\system32 Allow Allow
services.exe C:\WINDOWS\system32\Zx_Ag Allow Allow
svchost.exe C:\WINDOWS\system32\Zx_Wh Allow Allow
Add... Edit... Delete
OK Cancel Apply Help
TOOLS
Total
25
0
0
0
89852
89852
7/28/2011
HELP

This way, the Agent setup files of the EDLV software can be set as an Exception Application in VIPRE Antivirus Premium software.

Contact us:

If you face difficulties in downloading and extracting files with any other antivirus program of your Organization then contact us at the below mentioned email address and phone numbers. Our Support executive will guide you with complete downloading and installation of the software.

Email contact: support@nucleustechnologies.com

Phone contact: +91-9818725861 and 1-866-348-7872 (Toll free for USA and Canada users)

Section 4: Troubleshooting and Uninstalling

Appendix A: Troubleshooting

Problem: Agent is installed on the target computer but the Viewer is facing problems in getting connected to the target computer.

Solution: This happens mainly because of the slow Network connectivity. Other reasons could be due to installed Anti-virus.

1. Check the network connection and its speed.
2. Enable Exclusion settings in the installed Anti-virus of the system and add the following to the exclusion list:

    a) %Windows%\System32\Zx_Ag\Services.exe b)

    %Windows%\System32\Zx_Wh\Svchost.exe

Problem: I am unable to install Agent remotely to the target computer(s). Why is this happening?

Solution: To install the agent remotely on target computer(s), the target computer should be registered with Employee Desktop Live Viewer software. After successful registration, select the option **Install Agent** from the **Options menu** in Viewer.

The remote installation of agent can fail in the cases of ■ Incorrect login details of the target computer(s). ■ Slow network connectivity and network speed.

■ Inaccessible target computer(s) due to reasons like, turned off, or being restarted.

Problem: I am monitoring 10 computers, all was fine but after some time Viewer started displaying disconnected message on the thumbnail of some computers. Why is this happening?

Solution: The disconnected message is displayed in four cases by the Viewer: ■ Computer being monitored is closed.

■ Computer being monitored is getting restarted.

■ Network speed has decreased or there is some problem in Network connection. ■ You have executed **Refresh Agent** or **Refresh Viewer** command.

Problem: Viewer is displaying disconnected message on the thumbnail of the computer being monitored, whereas in real that computer is working absolutely fine. Is there any problem with the Viewer or Agent?

Solution: This can happen due to slow network speed or the Viewer is not receiving proper signals from the Agent of target computer(s). Either could be the case, please check your network connections or refresh the Viewer and Agent.

Problem: I have uninstalled the Viewer and cannot find the registered computer(s) any more when I reinstall it. Have I lost all the recordings for the computer(s)?

Solution: As you uninstall the Viewer of Employee Desktop Live Viewer, all the registered computer(s) get unregistered and you are required to register them again. While uninstalling the

Viewer, setup asks you to whether you want to keep the settings of Online and Offline recordings? You need to select **Yes** and the recording information will remain intact when the Viewer is reinstalled.

Problem: What is the meaning of colors displayed in the tabs of computer(s) being monitored through the Viewer.

Solution: Viewer displays one main tab of All Computers and individual tabs of each computer that has been added to the Viewer to be monitored.

The Red color signifies that the Viewer is not connected to the Agent of computer being monitored i.e. Disconnected

The Yellow color signifies that the Viewer is establishing the connectivity with Agent of the target computer. It also appears when the network connection is slow and the Viewer is unable to receive signals from the Agent i.e. Connecting…

The Green color signifies that the Viewer is connected with the Agent of the target computer i.e. Connected

Problem: After installing the Agent, is it necessary to register the computers with the Viewer?

Solution: Registration of computer(s) that have to be monitored is an important step to initiate the monitoring with Employee Desktop Live Viewer.

Following are the steps to get started with Employee Desktop Live Viewer:

1. Install Viewer
2. Register Computers in Viewer
3. Install Agent (Remotely or Manually)
4. Add Computer(s) to Viewer (only the registered ones)

After following these steps, you can start the monitoring of Network computer(s) with Employee Desktop Live Viewer.

Appendix B: Uninstalling

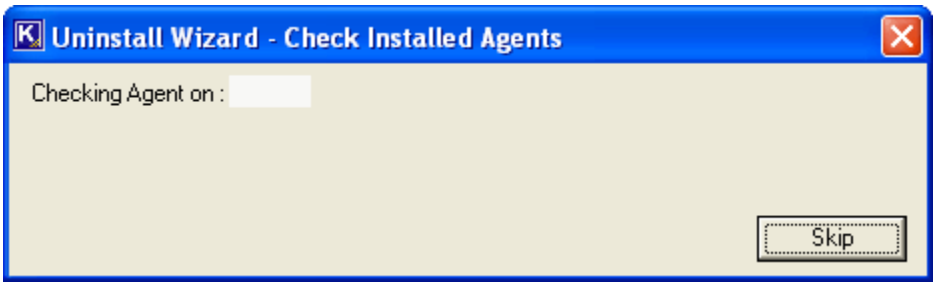
Un Install the Viewer

Viewer of Employee Desktop Live Viewer can be uninstalled in two ways from the computer system:

1. From Windows Start menu
2. From Control Panel

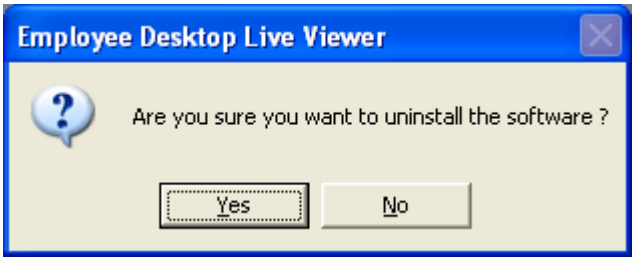
To uninstall from the Windows start menu

1. Click the **Start** button and then point to **All Programs**. Point to **Employee Desktop Live Viewer** and then click **Uninstall Employee Desktop Live Viewer**.
2. Software will perform the Agent check on all the computers and will display the following information box:



Click **Skip** to stop the Agent check process.

3. A warning message will be displayed on the screen. Employee Desktop Live Viewer will confirm your action to uninstall the software without uninstalling agents from network. Click **Yes** to continue and click **NO** if you first want to remove agents from the network computers.



4. If you click "**Yes**" button, a warning message will be displayed. This message warns you that if you have scheduled or created any recording; Online or Offline will get deleted with its complete information.
5. Click "**Yes**" if you are sure for the action and a warning message will be displayed. This message informs you that information about the locked and unlocked folders for Offline recording(s) will also get removed.
6. Click **Yes** to finish the un installation process.

The success message "Employee Desktop Live Viewer uninstalled successfully" will be displayed.

To uninstall from control panel

1. Click the **Start** button and then point to **Control Panel** and then select and double-click the Add or Remove Programs icon.
2. Select **Employee Desktop Live Viewer** from the generated list of programs installed on the computer and click the **Remove** button.
3. **Repeat the steps 2 to 6** (*from uninstall from Windows start menu*) and complete the un installation process of the Viewer.

All the registered computer(s) get unregistered / removed from the Viewer, once the Viewer is uninstalled. You are required to register the computer(s) again for continued monitoring.

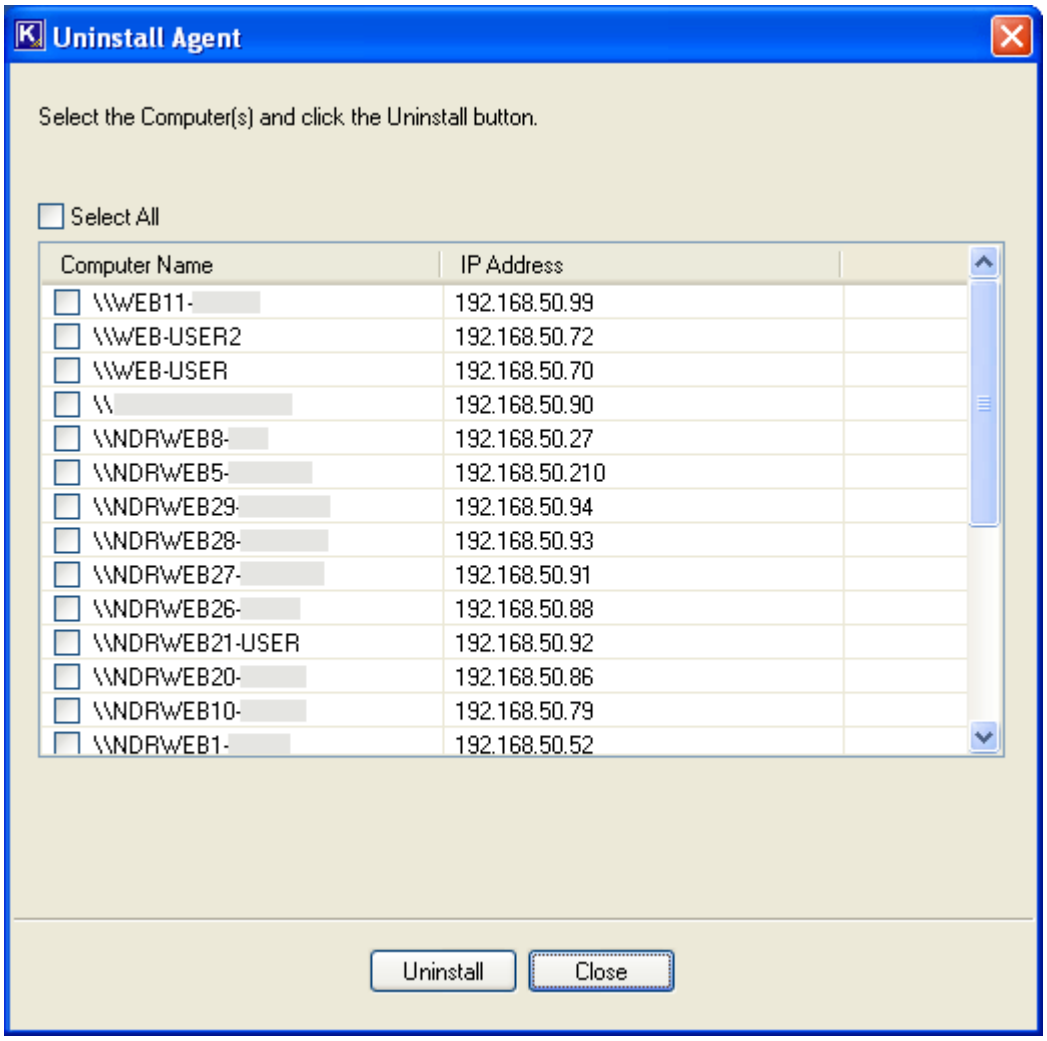
Un Install the Agent

The agent of Employee Desktop Live Viewer can be un-installed from the target computer(s) in two ways:

1. From Viewer
2. Manually

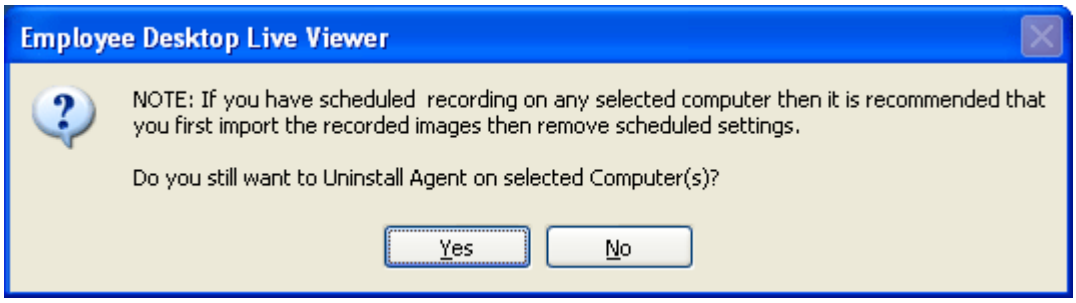
To uninstall agent from viewer

1. On the **Options** menu, click **Uninstall Agent** or click **Uninstall Agent** button from the **Toolbar**. The Uninstall Agent dialog box will appear.



Software will list the Computer Name(s) where the Agent is installed with their IP Address.

2. Select the **Computer Name(s)** and click **Uninstall** to get the Agent uninstalled. Following message box will be displayed:


Employee Desktop Live Viewer
NOTE: If you have scheduled recording on any selected computer then it is recommended that you first import the recorded images then remove scheduled settings.
Do you still want to Uninstall Agent on selected Computer(s)?
Yes
No

3. Click **Yes** to continue and **No** to close the message box. To uninstall agent manually

1. Double-click **My Computer** icon from the desktop.
2. Select the drive where Windows operating system is installed. (here we will select the drive C)
3. Double-click the **C drive** and select the **Windows** folder. Double-click the selected folder to view the folder contents.
4. Select and double-click the **System32** folder to view its contents.
5. Find and double-click **NU_SR_Uninstall.exe**
6. After the setup gets executed, files **services.exe** and **svchost.exe** will get removed from the **ZX_Ag** and **ZX_Wh** folders within the System32 folder.
7. This will ensure that the Agent has been successfully uninstalled from the target computer.